

Dalston – Crown Hill United Church

Accessibility Customer Service Standard Policy

Accessibility Act

1. Our Mission Statement

We commit to being respectful of God's creation and to being God's hands and feet in a hurting world, addressing the spiritual needs of our community while celebrating diversity. Our immediate focus:

- As the body of Christ in the world we commit to becoming a community of faith to which youth want to belong.
- We commit to reclaiming the church's historical role of a gathering place to meet the needs of the community through special projects, educational events, social times, as well as varied opportunities for spiritual growth.
- We commit to searching for ways and means of moving beyond the limitations of our building.

We believe that these commitments advance the mission of Jesus Christ in our world.

2. Our Commitment

In fulfilling our mission, the Dalston – Crown Hill United Church strives at all times to provide its programs, and services in a way that respects the dignity and independence of people with disabilities. We are also committed where possible to giving people with disabilities the same opportunity to access our programs, and services and encouraging them to benefit from the same services, in the same place, and in a similar way as other participants.

3. Providing Programs, and Services to People with Disabilities

The Dalston – Crown Hill United Church is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will endeavour to provide publications in formats that are accessible for people with disabilities.

We will train the volunteers on how to interact and communicate with people with various types of disabilities.

3.2 Assistive Devices

Where possible, we are committed to serving people who use assistive devices to participate in and benefit from our programs, and services.

Where possible, we will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs, and services.

We will familiarize greeters and other volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, and services.

4. Use of Service Animals and Support Persons

We are committed to welcoming people who are accompanied by a service animal.

We will ensure that volunteers are trained on how to interact with people who are accompanied by a service animal.

We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be encouraged to enter Dalston – Crown Hill United Church with their support person.

5. Accessibility Liaison Committee

We are committed to designating an Accessibility Liaison Committee to oversee all issues relating to accessibility. The Council Executive will be the Accessibility Liaison Committee.

The Accessibility Liaison Committee will have several roles:

The committee will establish policies on providing accessible programs, and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

The committee will monitor our programs, and services to ensure that practices and procedures are consistent with our governing policies.

The committee will coordinate accessibility training and training materials for all relevant volunteers.

The committee will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

6. Notice of Temporary Disruption

The Dalston – Crown Hill United Church will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. The following Committees will be made aware of the disruption: Worship and Pastoral Care. The notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants by e-mail or telephone.

7. Training for Volunteers

The Dalston – Crown Hill United Church's Accessibility Liaison Committee will be responsible to ensure training for all who interact with participants.

8. Feedback Process

The ultimate goal of the Dalston – Crown Hill United Church is to meet and surpass expectations while serving participants with disabilities.

Comments on our programs, and services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Dalston – Crown Hill United Church provides programs, and services to people with disabilities can be made by email, verbally, and feedback form.

All feedback will be directed to the Accessibility Liaison Committee (Council Executive).

Participants can expect to hear back in as soon as possible.

Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Accessibility Liaison Committee.

Complaint procedures will be documented by the Accessibility Liaison Committee and made available to the congregation.

9. Modifications to this or Other Policies

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.

No changes, therefore, will be made to this policy before considering the impact on people with disabilities or their families.

Any policy of the Dalston – Crown Hill United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. Questions about this Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by the Accessibility Liaison Committee (Council Executive).