

# Dundas Street Centre United Church Policy Manual

Section: E. Misc.

Title: **Accessibility**

Policy #: E-04

Approved/Amended: Feb. 16, 2014

Referral Committee:

This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practice. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

**1. Our Mission:**

The Mission of Dundas Street Centre United Church (DSCUC), of The United Church of Canada is:

To unite people into a caring and inclusive Christian community in which all may express loyalty and devotion to God.

**2. Our Commitment:**

In fulfilling our mission, DSCUC, of The United Church of Canada, strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

**3. Providing Programs, Goods and Services to People with Disabilities**

DSCUC 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 strive to provide publications in formats that are accessible for people with disabilities.
- We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

### **3.2 Telephone Services**

- We are committed to providing accessible telephone services to our participants.
- We will train staff/volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with participants by internet, mail, and face-to-face communication if telephone communication is not suitable to their communication needs, or is not available.

### **3.3 Assistive Devices**

- We are committed to serving people who use assistive devices to participate in and benefit from our programs, goods and services.
- We will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs, goods and services.
- We will familiarize ushers and other staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
- Dundas St. Centre United Church will endeavor to provide assistive devices it deems necessary for accessing worship and other applicable programs, goods and services. Ushers and other staff/volunteers will be trained on how to use the assistive devices available on our premises.

### **3.4 Accessibility Committee**

- We are committed to designating and establishing an Accessibility Committee to oversee all issues relating to accessibility in consultation with the Unified Board.
- The Accessibility Committee will have several roles:
  - The committee will establish policies on providing accessible programs, goods 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, goods 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 staff and volunteers.

- The committee will ensure that any assistive devices provided by our church are in good working order and that requests for assistive devices are met, as per approval from the Unified Board.
- The committee will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

4. **Use of Service Animals and Support Persons**

- We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties.
- We will ensure that all staff, volunteers and others dealing with participants 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 allowed to enter Dundas St. Centre United Church premises with his or her support person.
- Fees will not be charged for support persons accompanying a participant to a Church-sponsored function.

5. **Notice of Temporary Disruption**

DSCUC 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. This 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 means of email, phone call, phone recording, or a posted notice.

6. **Training for Staff and Volunteers**

DSCUC's Accessibility Committee will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

Individuals holding the following positions will be trained:

Staff, Unified Board members, Sunday School volunteers, Greeters, and Ushers.

7. **Feedback Process**

The ultimate goal of Dundas St. Centre United Church is to meet and surpass expectations while serving participants with disabilities.

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

- Feedback regarding the way Dundas St. Centre United Church provides programs, goods and services to people with disabilities can be made by letter, email, or verbally to the Church office.
- All feedback will be directed to the Accessibility Committee.
- Participants can expect to hear back in 3 weeks.
- Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Accessibility Committee. Complaint procedures will be documented by the Accessibility Committee and made available to the congregation.

8. **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 Dundas St. Centre United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. **Questions about This Policy**

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question or concern about the policy, or its purpose, an explanation or reply will be provided by the Unified Board.