

**Lambeth United Church
Accessibility Standards for Customer Service
Policy Statement
January 2012**



This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. 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 Lambeth United Church is:

Mission Statement

We believe

***that it is important for people to be a community
and to have a sense of belonging.***

***Therefore, it is the missional object of our Church
to offer help and hope to people
in our congregation, neighbourhood and far away,
as exemplified in the gospel of Jesus Christ.***

2. Our Commitment

In fulfilling our mission, Lambeth United Church is committed to include people with disabilities as full and active participants. We will remove barriers and attitudes that exclude people with disabilities from full and active participation. All people are encouraged to practice their faith and use their gifts in worship, service, study and leadership.

3. Providing Programs, Goods and Services to People with Disabilities Lambeth 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: Worship, community suppers, special events, e.g. Bazaar, meetings, youth programs

3.1 Communication

As best as we are able, we will communicate with people with disabilities in ways that take into account their disability.

As best as we are able, we will provide publications in formats that are accessible for people with disabilities. i.e. large print bulletins, large print newsletters.

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 office 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 email, or fax if telephone communication is not suitable to their communication needs, or is not available.

3.3 Assistive Devices

As best as we are able, we are committed to serving people with disabilities 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.

Lambeth United Church will 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, including: Audio assistive devices in the sanctuary for worship. Person lift, large print bulletins. Upon a participant's request, we will make every effort to provide the requested assistive device and/or service as much as is possible in regards to financial considerations.

Accessibility Committee/Officer

We are committed to designating an Accessibility Officer/establishing an Accessibility Committee to oversee all issues relating to accessibility in consultation with the Board/Council.

If establishing an Accessibility Committee, committee membership will be comprised of champions of accessibility for people with disabilities, including congregants with disabilities or family members, congregants professionally or personally interested in accessibility, members of the Board/Council, and members of the staff (including maintenance staff).

The Accessibility Officer/Committee will have several roles:

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

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

The officer/committee will ensure that assistive devices provided by our church are in good working order and that requests for assistive devices are met, as per approval from the Board/Council.

The officer/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 Lambeth United Church premises with his or her support person.

Fees will not be charge for support persons accompanying a participant to special worship events. Normal fees will be charged for the support person attending such events as a community supper. Participants will be informed of these fees by a notice that will be posted in Lambeth United Church premises and by inclusion of this policy at the time tickets to such an event are sold.

Notice of Temporary Disruption

Lambeth 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. 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 notice placed on entry way doors to the building and by inclusion of information in the Sunday bulletin.

Training for Staff and Volunteers

Lambeth United Church's Accessibility Officer/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:

Minister,

Youth and Family Minister,

Secretary,

Janitorial Staff,

Church School Teachers,

Ushers/Greeters/Lift operators

Council members

Feedback Process

The ultimate goal of Lambeth 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 Lambeth United Church provides programs, goods and services to people with disabilities can be made by filling out the feedback form, emailing the office, or by telephone. All feedback will be directed to the Accessibility Officer/Committee. Participants can expect to hear back in 30 days if a response is requested.

Confidentiality will be respected

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

1. 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 Lambeth United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

2. 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 *(Name of Accessibility Officer/Committee Chair)*.

SAMPLE DOCUMENTS FOR OBTAINING FEEDBACK

Sample notice of the Feedback Process

Sample 1 Dear Valued Participant,

We strive to improve accessibility for our participants with disabilities. We would like to hear your comments, questions and suggestions about the provision of our programs, goods and services to people with disabilities. Participant feedback forms are available through the church office or on our website www.lambethunitedchurch.ca.

Please call 519-652-2093 or e-mail lambethuc@bellnet.ca to share your comments, or request a copy of our accessibility policy. You can also leave your feedback form in the box located at the Secretary's office door.

Thank you:

(Name)

Accessibility Officer/Committee Member

DOCUMENTS FOR OBTAINING FEEDBACK

Participant Feedback Form

Thank you for attending Lambeth United Church. We value all people and strive to meet everyone's needs.

Please tell us the date and time you attend Lambeth United Church:

Did we respond to your needs today (Circle one)? Yes No

Were our programs and services accessible to you? (Circle one)

Yes (please explain below) Somewhat (please explain below) No

Were our programs/service provided to you in an accessible manner (Circle one)?

Yes Somewhat (please explain below) No (please explain below)

Please add any other comments you may have:

Contact information (option)*:

(*Please note: There may be privacy implications for organizations collecting personal information. Places of worship should seek their own legal advice regarding the privacy implications of collecting personal information in this manner)

Thank you

(Name)

Accessibility Officer/Committee Member

SAMPLE DOCUMENTS FOR OBTAINING FEEDBACK

Record of Participant Feedback

Date feedback received:

Name of participant (optional):

Contact information (if appropriate)*:

(*Please note: There may be privacy implications for organizations collecting personal information. Places of worship should seek their own legal advice regarding the privacy implications of collecting personal information in this manner)

Details:

Follow-up:

Action to be taken:

Accessibility Officer/Committee Member:

Date: _____