

Policy: Accessibility Customer Service	# : M&P – 103
	WSUCACC001
Committee: Ministry and Personnel	Date: January 10, 2012
Revision by: Accessibility Review Committee	Revised: October 2013
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103 - WSUCACC001 - ACCESSIBILITY CUSTOMER SERVICE (Revised October 2013)

PURPOSE:

The provincial government enacted the Accessibility for Ontarians with Disabilities Act (AODA) in 2005. This Act lays the framework for the development of mandatory standards on accessibility in all areas of daily life. The first standard has been passed with a compliance deadline of January 1, 2012 for service providers.

For the purposes of the Act, charities, non-profit organizations and churches fall under the area of “other providers.” While the Government standards focused on Customer Services the Wall Street United Church Standard has been expanded to include building accessibility as a part of this Standard.

PRINCIPLES:

Wall Street United Church shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. Our services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. Our services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our services.

Wall Street United Church will use reasonable efforts to ensure that our policies, procedures and practices are consistent with the following principles:

- o Dignity
- o Independence
- o Integration, except when alternate measures are necessary to meet the needs of people with disabilities
- o Equal opportunity.

POLICY STATEMENT:

Wall Street United Church is committed to excellence in serving all customers including people with disabilities. The church’s customers are its staff, members and all others who attend worship services and events of Wall Street United Church.

It does not pertain to the physical accessibility of the property. It is about understanding that people with disabilities may have different needs. The Church will build accessibility awareness into the decision

making process of all Committees and the Church Board as well as in all programming and event planning.

PROCEDURES:

Communication – Wall Street United Church will communicate with people with disabilities in ways that take into account their disability. Depending on the situation and the person’s needs, there are a variety of ways to make communications more accessible. These include: making the original communication more accessible, changing the usual method of communication and/or using assistive devices or services.

Assistive Devices – Wall Street United Church will ensure that staff and volunteers are trained and familiar with various assistive devices such as wheelchairs, walkers, oxygen tanks, that may be used by customers with disabilities while accessing our services.

Service Animals – Wall Street United Church will welcome all people with disabilities and their service animals. A sign will be posted at the front door advising that service animals are allowed on all parts of the premises except where food is prepared, stored or sold. Service “dogs” are not allowed where food is prepared but are allowed where it is stored or sold as per the Act. A safe place will be provided for a service animal when the person with a disability is in an area where the animal is prohibited by law. If a service animal is excluded by law from the premises, Wall Street United Church shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our services.

Support Persons – A person with a disability who is accompanied by a support person will be allowed to have that person accompany them. If a person with a disability is accompanied by a support person, the Church shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. Fees will not be charged for support persons for any Church activity or event.

Notice of Temporary Disruption – In the event of a planned or unexpected disruption to services of facilities for customers with disabilities, (e.g. automatic door openers, elevators, hearing assistive devices, parking places, etc.,) Wall Street United Church will notify customers promptly. If the elevator is going to be out of service then the Office Administrator notify those who require its services know of the disruption. An accessibility list will be created for this purpose. Clearly posted notices will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. Notices will be placed on the front door of the church, the TV Monitor at the church office, on the church voicemail, on the church website, on the main floor bulletin board, and in the event of a longer disruption, in the church newsletter.

Training – Wall Street United Church will provide training to employees, volunteers and others who deal with the public. Under the direction of the Ministry and Personnel Committee, training will be arranged for new staff within a month of their hiring using recommended training tools provided by the Ontario Government. The employee will then complete the required form to say that they have completed the training. New volunteers will be required to complete training that will be offered on a yearly basis by the Accessibility Team or online. All training does not need to be equal but should be in accordance with the Standard.

The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The training must cover the following:

- a) Review of the purposes of the AODA and requirements of the customer service standard;
- b) Instruction on how to interact and communicate with people with various types of disabilities;
- c) Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- d) Instruction on how to use equipment or devices available at the church, or that we provide otherwise, that may help people with disabilities access our services, such as TTY telephones, elevators, lifts, hearing assistance devices or other technology; and
- e) Instruction on what to do if a person with a disability is having difficulty accessing your services.

Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of services to persons with disabilities. A record will be kept of who has completed the training.

Feedback Process –

- (1) Wall Street United Church shall establish a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities and shall make information about the process readily available to the public.
- (2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.
- (3) The feedback process must specify the actions that the Church is required to take if a complaint is received.

A person who has any concern with accessibility in the Church can provide feedback to a member of the Accessibility Team by any of the above named ways of communication. This feedback will be brought up at the next scheduled meeting of the Accessibility Team and a response will be made to the person providing the feedback within 14 days of the Team meeting. This communication will be communicated according to the preferred form of communication requested by the person providing the format.

If an official complaint or a safety issue is made to the Accessibility Team then the following procedure will apply.

1. The Accessibility Team will review the feedback and respond to the person who submitted it within 14 days unless the issue needs to go before the Church Board to approve changes. If that is the case, the feedback will be added to the agenda for the next scheduled Church Board Meeting.
2. A response will be provided by the Board Chair within 7 days of the completion of the Board meeting.

3. If the feedback involves a safety issue it will be expedited to ensure the safety of all who use the church.

Definitions

“disability” means,

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

“service animal means” For the purposes of this document, an animal is a **service animal** for a person with a disability,

(a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

(b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Revision Date: October, 2013

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Helping Our Employees/Volunteers/Members Stay Safe	# : M&P – 103 WSUCACC002
Committee: Accessibility Review Committee Ministry and Personnel	Date: October 2013
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WSUCACC002 – Helping Our Employees/Volunteers/Members Stay Safe

Employees

When an employee of Wall Street United Church self-identifies to the Ministry & Personnel Committee (M&P) that they have a disability the M&P Committee will ask the employee to sign a consent form that allows them to share the information about their disability with anyone designated to help them in an emergency.

The M&P Committee will then notify the Accessibility Team (AT) that the employee needs an individualized emergency response plan devised and given to them. The AT will provide the employee with an Individual Emergency Response Plan (IERP) that is molded to meet their needs and make the accommodations required. The AT will provide a copy of this Plan to the M&P Committee for the employee’s personnel file. The M&P Committee will review the staff member’s IERP with the employee as part of the regular evaluation process of the staff member and make changes as necessary with the consent and input of the employee.

The AT will also notify any staff, or volunteers, that are designated to help the employee in an emergency about the plan and provide them with a written copy of the portion of the IERP that pertains to their assistance. Customized evacuation plans will be provided for those who cannot hear alarms or see exits. WSUC will provide emergency information to employees that accommodates their disability and is in an accessible format.

Volunteers and Church Members

Volunteers and church members can self-identify to the AT that they have a disability and request that an IEP be developed for them. A consent form should be completed and signed by the volunteer or member. The AT will do their best to accommodate the needs of the volunteer/member.

A Joint Task Force made up of members of the Property Committee and the Accessibility Team will review the WSUC Fire Evacuation and Emergency Plans on an annual basis and make sure that all signage and emergency equipment is in working order.

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Develop Accessibility Standards for Your Organization	# : M&P – 103 WSUCACC003
Committee: Accessibility Review Committee Ministry and Personnel	Date: April 30, 2014 Page 1 of 1

WSUCACC003 – Develop Accessibility Standards for Your Organization

Wall Street United Church is committed to developing a full set of policies in order to be in full compliance with the “Integrated Accessibility Standards Regulation” (IASR)

The following standards will be in place by the stated deadlines:

WSUCACC001 - ACCESSIBILITY CUSTOMER SERVICE (In place-Revised October 2013)

WSUCACC002 – Helping Our Employees/Volunteers/Members Stay Safe (In place-October 2013)

WSUCACC003 – Develop Accessibility Standards for Your Organization (January 1, 2015)

WSUCACC004 – Making Self-service Kiosks Accessible (January 1, 2015)

WSUCACC005 – Training Your employees and Volunteers (January 1, 2016)

WSUCACC006 – Making Feedback Accessible (January 1, 2016)

WSUCACC007 – Make Performance Management, Career development and Job Changes Accessible to Employees. (January 1, 2017)

WSUCACC008 – Tell Staff About Policies for Supporting Employees with Disabilities (January 1, 2017)

WSUCACC009 – Making Information Accessible to Employees (January 1, 2017)

WSUCACC010 – Making Information Accessible to the Public (January 1, 2017)

WSUCACC011 – Make Hiring Accessible (January 1, 2017)

*****The above stated deadlines are mandated by Access Ontario.**

STATEMENT OF COMMITMENT

Wall Street United Church is exempt from having a “Statement of Commitment” under the Act: but Wall Street United Church would like to state that it is committed to implementing the standards as soon as is reasonably possible in advance of the mandated deadlines.

The Employee Manual of the Wall Street United Church will ensure that accessibility requirements are reflected in all policies and procedures in the manual. While the Act exempts Wall Street United Church from making our “Statement of Commitment “ and Policies available to the public, we commit to making these documents available to all the stake holders of this church.

Wall Street United Church will review their Accessibility Policies Annually by November 30th each calendar year. This will be under the Mandate of the Accessibility Committee.

New: April 30, 2014

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Making Self-Service Kiosk Accessible	# : M&P – 103 WSUCACC004
Committee: Accessibility Review Committee Ministry and Personnel	Date: April 30, 2014 Page 1 of 1

WSUCACC004 – Making Self-Service Kiosk Accessible

Wall Street United Church does not operate any “Self-service Kiosks” in the building. Self-service Kiosks include (but are not limited to) the following:

- Machine for paying parking fees
- Machine for validating tickets
- Grocery self-serve check-outs
- ATM machines
- Machines for renewing licenses

It is possible that Wall Street United Church may implement a terminal for paying tithes, donations, and offerings in the future. Should the church implement this, or any other self-kiosk,” it will need to comply with accessibility standards as per the “Integrated Accessibility Standards Regulation (IASR).

Implementation Issues to consider include (but are not limited to):

- Colour contrast on the display screen
- Extra time for people to complete tasks
- Voice activated equipment
- Height and stability of kiosk
- Headset jacks with volume control
- Specialized keypads or keyboards
- The path to the kiosk

New: April 30, 2014

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

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Policy: Accessibility Customer Service Training Your Employees and Volunteers	# : M&P – 103 WSUCACC005
Committee: Accessibility Review Committee Ministry and Personnel	Date: February 17, 2015 Page 1 of 2

WSUCACC005 – Training Your Employees and Volunteers

As a Wall Street United Church staff member, Board & Committee Member or Volunteer providing goods or services on behalf of Wall Street United Church you are required to complete training on the Accessibility for Ontarians With Disabilities Act, 2005 (AODA) and on the Ontario Human Rights Code, 1990 (OHRC)

Please Note: The Accessibility Standards apply to all organizations (public, private and non-profit) that provide goods and services whether directly to the public or to other Organizations in Ontario, and that have one or more employees in Ontario. Additional information is available at www.AccessOn.ca

Wall Street staff will complete the training as directed in the Ministry & Personnel Policy 110 within the first three months of their employment.

Board and Committee members & Volunteers should complete the training when first offered by the Church after their commencement as volunteers. The Church will offer the training on an annual basis.

The following Training Modules will be completed in order to be in compliance with our policy:

AODA Modules:

Introduction Video for General Requirements
 Introduction Video for Information and Communications
 Introduction Video for Employment
 Introduction Video for Transportation
 Introduction Video for Public Spaces
 (Videos found at www.accessforward.ca/trainingResources)

Ontario Human Rights Module

Five part Series
 (Video found at www.ohrc.on.ca/en/learning/working-together-code-and-aoda)

Employees, Board and Committee Members and Volunteers will be exempt from training if they provide a Certificate of Completion from a current/previous employer or volunteer site within the last three years.

While the above requirements fulfill our legal obligations, Wall Street United Church is committed to providing ongoing training opportunities with regard to accessibility. This will include inviting people with disabilities to share their experiences with our staff and volunteers.

Job specific training will be provided to the following in addition to the above training:

Staff & Greeters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of services to persons with disabilities. A record will be kept of who has completed the training.

New: February 17, 2015

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Making Feedback Accessible	# : M&P – 103 WSUCACC006
Committee: Accessibility Review Committee Ministry and Personnel	Date: February 17, 2015 Page 1 of 1

WSUCACC006 – Making Feedback Accessible

Wall Street United Church shall establish a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities and shall make information about the process readily available to the public.

The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

The feedback process must specify the actions that the Church is required to take if a complaint is received.

A person who has any concern with accessibility in the Church can provide feedback to a member of the Accessibility Team by any of the above named ways of communication. This feedback will be brought up at the next scheduled meeting of the Accessibility Team and a response will be made to the person providing the feedback within 14 days of the Team meeting. This communication will be communicated according to the preferred form of communication requested by the person providing the format.

If an official complaint or a safety issue is made to the Accessibility Team then the following procedure will apply.

1. The Accessibility Team will review the feedback and respond to the person who submitted it within 14 days unless the issue needs to go before the Church Board to approve changes. If that is the case, the feedback will be added to the agenda for the next scheduled Church Board Meeting.
2. A response will be provided by the Board Chair within 7 days of the completion of the Board meeting.
3. If the feedback involves a safety issue it will be expedited to ensure the safety of all who use the church.

An Accessibility Feedback Link will be made in large print on the Church website which will allow people to provide feedback through this medium. This will be linked to the e-mail of one of the members of the Accessibility Team.

All feedback cards in the church must comply with accessibility standards.

New: February 2015

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service, Make performance management, career development and job changes accessible to employees	# : M&P – 103 WSUCACC007
Committee: Accessibility Review Committee Ministry and Personnel	Date: May, 2015 Page 1 of 1

WSUCACC007 – Make performance management, career development and job changes accessible to employees.

Wall Street United Church shall establish a process to make performance management, career development and job changes accessible to employees.

Performance management is the process used to assess and improve an employee’s performance, productivity, effectiveness and overall success. This is conducted formally by the Ministry and Personnel Committee as mandated in Wall Street United Church Policy and Procedures Manual Policies 152-153G. The Ministry and Personnel Committee will ensure that the employee’s personnel appraisal will be delivered in an accessible format that is acceptable to an employee who has disclosed a disability to them. During informal discussions with employees, the Ministry and Personnel Committee will also ensure that they are communicating with the employee in an accessible manner.

Career development can include:

- providing WSUC employees with learning and development opportunities, and
- giving WSUC employees more responsibilities within their current positions. (in compliance with Labour laws)

The Ministry and Personnel Committee will ensure that any formal, or informal, discussions about career development are offered in an accessible format that is acceptable to an employee who has disclosed a disability to them.

Job changes are when you move an employee to another position in your organization. If Wall Street United Church does an internal job change, it will ensure that the employee/s involved will be asked if they need any accommodation with regards to accessibility to explain the ramifications of such a move. If a position becomes available, and it is posted externally, current employees may apply for the position along with members of the general public. This application procedure is subject to accessibility standard WSUC011.

May, 2015

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Tell Staff About Policies For Supporting Employees With Disabilities	# : M&P – 103 WSUCACC008
Committee: Accessibility Review Committee Ministry and Personnel	Date: April, 2015 Page 1 of 1

WSUCACC008 – Tell Staff About Policies For Supporting Employees With Disabilities.

Wall Street United Church shall establish a process for telling staff about policies for supporting their disabilities.

Successful applicants will be notified of our policies with regard to accommodating employees with disabilities as per Ministry & Personnel Policy #110, Orientation #3 which states:

3. Accessibility, Human Rights and Fire Safety training will occur within the first three months of employment. The Training Model prepared by the Human Right’s Commission which includes the AODA – Accessibility for Ontarians Act, training will take place for all staff (current and new hires). The Human Rights Training Module at <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> will be used. WHMIS will be required for all custodial staff.
An appropriate feedback mechanism must be made available for any staff with disabilities. Wall Street specific AODA standards have been implemented and must be adhered to. Although not required by law, Wall Street United Church is committed to offer training and awareness opportunities, with regard to Accessibility, on an ongoing basis.

Policies and Procedures on providing accommodation for accessibility needs will be provided in a printed copy of the Wall Street United Church Policy Manual. The employee will notify the Ministry & Personnel Committee if he/she is not able to read the manual in this format. The employee will be asked for her/his suggestions as to how this Manual could be provided to her/him in an accessible format (Audio, read to them as requested, Braille format etc...) Wall Street United Church will then provide a Manual in a format that meets his/her needs.

Internal memos, bulletins, posters etc... will be provided in an accessible format when requested by an employee. A process for doing this on an ongoing basis will be developed when a request is made by an employee.

April, 2015

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Making Information Accessible to Employees	# : M&P – 103 WSUCACC009
Committee: Accessibility Review Committee Ministry and Personnel	Date: May, 2015 Page 1 of 1

WSUCACC009 – Making Information Accessible to Employees.

Wall Street United Church shall establish a process to make information accessible to employees.

When an employee who has disclosed a disability to the Ministry and Personnel Committee asks for it, Wall Street United Church must work with them to make workplace information accessible. This means providing the information in an accessible format or with communication supports suited the individual needs of the employee.

Workplace information means:

- Information that employees need to perform their jobs, and
- General information that is available to all employees at work.

The Ministry and Personnel Committee will talk to an employee, who has disclosed a disability to them, to learn what will help them to access the information. Once the need is understood by the Ministry and Personnel Committee, the Ministry and Personnel Committee has the flexibility to decide how to make information accessible to the staff member in a way that meets their needs.

May, 2015

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Making Information Accessible to the Public	# : M&P – 103 WSUCACC0010
Committee: Accessibility Review Committee Ministry and Personnel	Date: May, 2015 Page 1 of 1

WSUCACC010 – Making Information Accessible to the Public.

Wall Street United Church shall establish a process to make information accessible to the public.

Wall Street United Church will let the general public know that they will make information accessible upon request. If a person with a disability asks for it, Wall Street United Church will work with them to figure out their needs as soon as possible.

If it is a request that is easy to rectify by the employee approached they can go ahead and provide the information in a different form to the person making the request. (For example: providing a printed copy of an audio announcement)

If the request is more complicated, it should be referred to a member of the Accessibility Team within 72 hours of the request. The Accessibility Team member will do one of the following:

- If they are able, they can take the action needed within 72 hours of receiving the request.
- Refer the matter to the next scheduled meeting of the Accessibility Team.
- In the case of a security, or safety issue, notify the Chairs of the Property Committee and the Accessibility Team within 24 hours of receiving the request, asking them to rectify the situation as soon as possible as per due care and attention limits.

In all cases, an Accessibility Request Form, shall be completed by the employee within 24 hours of the request and submit it to the Chair of the Accessibility Team.

May, 2015

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)

Policy: Accessibility Customer Service Making Hiring Accessible	# : M&P – 103 WSUCACC0011
Committee: Accessibility Review Committee Ministry and Personnel	Date: April, 2015 Page 1 of 1

WSUCACC0011 – Making Hiring Accessible

Wall Street United Church shall establish a process for making hiring accessible. This is covered in Ministry & Personnel Policy #110, Hiring #1 which states:

Hiring

“Positions will be advertised internally and externally as they become available. Employees and the public will be notified that accommodations for job applicants with disabilities are available on request.”

If a job applicant requests accommodation, the Hiring Committee will consult with him/her and make adjustments that best suit his/her needs.

For example: If a job applicant who is Deaf asks for accommodation for a telephone interview, the Hiring Committee will offer to conduct the interview by e-mail or through a TTY line. The applicant will be asked to suggest an interview format that best works for her/him.

Successful applicants will be notified of our policies with regard to accommodating employees with disabilities as per Ministry & Personnel Policy #110, Orientation #3 which states:

“Accessibility, Human Rights and Fire Safety training will occur within the first three months of employment. The Training Model prepared by the Human Right’s Commission which includes the AODA – Accessibility for Ontarians Act, training will take place for all staff (current and new hires). The Human Rights Training Module at <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> will be used.

WHMIS will be required for all custodial staff.

An appropriate feedback mechanism must be made available for any staff with disabilities. Wall Street specific AODA standards have been implemented and must be adhered to. Although not required by law, Wall Street United Church is committed to offer training and awareness opportunities, with regard to Accessibility, on an ongoing basis.”

April, 2015

Signed: _____
(Chair M&P Committee)

Signed: _____
(Chair of Board)