

# **WELCOMING COMMUNITIES**

## Accessibility Standards for Ontarians with Disabilities Policy Statement

### **Our Mission**

The Mission of Central United Church is to grow in Christ and help others grow with us.

### **Our Commitment**

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

### **Purpose**

This policy establishes practices and procedures for the provision of goods and services to people with disabilities. Central United Church recognizes its obligations under the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (the “Standard”), and enforces the following policy to ensure that all customers, including those with disabilities, have access to goods and services that Central United Church offers.

### **Use of Service Animals and Support Persons**

Central United Church is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties. We will accommodate the use of service animals by people with disabilities who are accessing Central United Church’s services or goods unless the animal is otherwise excluded by law. Where a person with a disability accessing Central United Church’s goods or services must be accompanied by a support person, we will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

### **Assistive Devices**

We will accommodate the use of personal assistive devices needed to access our goods and services.

### **Admission Fees**

If we charge an admission fee in connection with a support person’s presence at an event or function on our premises, we will ensure that notice is given in advance about the amount, if any, that is payable in respect of the support.

### **Notice of Temporary Disruption**

Central United Church will provide customers 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, its anticipated duration, and a description of alternative facilities or services, if available. All disruption notices can be found on Central United Church's website [www.centralunitedchurch.com](http://www.centralunitedchurch.com)

### **Training for Employees and Volunteers**

Central United Church will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include:

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Standard;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- d) What to do if a person with a disability is having difficulty in accessing Central United Church's goods and services; and
- e) Central United Church's policies, practices and procedures relating to the Standard.

Applicable employees and volunteers will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees and volunteers will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **Documentation**

Documentation that describes this Policy and each of its requirements shall be maintained in our Church office and provided to individuals, upon request, in the appropriate format.

### **Questions about This Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of this policy is not understood, they may contact Central United Church's Accessibility Committee.

Approved by Council on January 8, 2013  
Central United Church, Unionville