

APPENDIX 1.9

ACCESSIBLE SERVICE PLAN Providing Goods and Services to People with Disabilities

Grace United Church is committed to excellence in serving all people including people with disabilities. This policy outlines how Grace United Church will provide goods or services to people with disabilities in compliance with the Accessibility Standard for Customer Service (Accessibility for Ontarians with Disabilities Act, 2005).

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by people with disabilities while accessing our goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are welcomed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be welcomed to have that person accompany them on our premises.

Depending on the event, fees will not be charged for support persons. For example, fees for Fall Fair, Spring Flea Market, concerts, etc. attendance will be waived. Fees will be charged for meals, where the support person eats a meal.

We will notify people of this through a notice posted on our premises and related advertising.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, Grace United Church will post a notice promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at entrances to the building.

Training

Grace United Church will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Ministry Personnel
- Music Minister
- Office Administrator
- Custodian
- Seasonal staff
- Leadership positions as necessary

This training will be provided to ministry personnel and staff by or through arrangement by the Ministry and Personnel Committee within the first month of appointment or employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the provincial customer service standard
- Grace United Church's plan related to the provincial customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Grace United Church's goods and services
- Staff will also be trained when changes are made to our accessible service plan.

Feedback process

People who wish to provide feedback on the way Grace United Church provides goods and services to people with disabilities can contact the Church Office by telephone, email, fax or in person during office hours.

All feedback, including complaints, will be forwarded to the Chairperson of Congregational Care and Growth and the Pastoral Team for follow up.

People can expect to hear back in five business days to confirm receipt of feedback and indication of timeline for full response.

Notice of availability

Grace United Church will notify the public that our policies are available upon request by posting links to them on our website.

Modifications to this or other policies

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