



AODA Customer Service Standards Plan

Providing Goods and Services to People with Disabilities

Lincoln Road Chapel is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

Lincoln Road Chapel will take the following steps to ensure that people with disabilities who use assistive devices are able to obtain, use or benefit from our goods and services:

- We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

Lincoln Road Chapel will take the following steps to ensure we communicate with people with disabilities in ways that take into account their disability:

- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- We will communicate with customers over the telephone in clear and succinct fashion.
- We will provide fully accessible telephone services to our customers.

Service Animals and Support Persons

Lincoln Road Chapel will take the following steps to accommodate persons with a disability who are accompanied by a service animal or support person:

- A person with a disability accompanied by a service animal is permitted to enter Lincoln Road Chapel premises that are open to the public.
- Where a service animal is excluded from the premises, Lincoln Road Chapel will ensure that other measures are available to enable the person with the disability to obtain, use and benefit from the good and/or other services to ensure equality of outcome
- A person with a disability accompanied by a support person is permitted to have that person accompany them on our premises.

Notice of Temporary Disruption

Lincoln Road Chapel will take the following steps to ensure that customers with disabilities will be notified of any planned or unexpected disruption to services or facilities at any of our facilities/locations:

- A notice will be posted in the area of the disruption, in order to provide opportunity to make alternate arrangements. Where appropriate, e-mail notification will be provided.
- This 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.

Training for Staff and Volunteers

Lincoln Road Chapel will take the following steps to ensure that all employees and volunteers who deal with the public are provided with the required training.

- Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.

- Lincoln Road Chapel's accessible customer service plan.
 - 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.
 - What to do if a person with a disability is having difficulty in accessing Lincoln Road Chapel's goods and services.
- Training is developed and delivered to all staff including full time and part time staff.
 - Changes to the Accessible Customer Service Plan, procedures, practices or programs will be communicated on a regular basis.

Feedback Process

Lincoln Road Chapel will take the following steps to ensure that feedback processes are accessible to people with disabilities:

- Customers who wish to provide feedback on the way Lincoln Road Chapel provides goods and services to people with disabilities can contact the Main Office at 519-747-2211, Monday – Friday from 9:00 AM - 4:00 PM ET or by email at info@lincolnroadchapel.ca.
- All feedback will be directed to the Executive Pastor.
- Complaints will be addressed according to our organization's regular complaint management procedures.
- Feedback regarding goods and services Lincoln Road Chapel provides to people with disabilities can be made via e-mail, phone, and in writing.
- Customers can expect to hear back within 5 business days.

Review and Modifications to this Plan

Lincoln Road Chapel is committed to developing AODA policies that respect and promote the dignity and independence of people with disabilities. All policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

For More Information

For more information on this accessibility plan, contact the Executive Pastor at 519-747-2211. This plan will be made publically available in accessible formats upon request or through other means such as our public website.