

# WELCOMING COMMUNITIES

## Stamford Lane United Church Accessibility Standards Policy Statement June 7, 2015



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

**Building on a firm foundation,  
Stamford Lane United Church  
celebrates God's presence,  
follows Christ's teachings and reaches out to all people  
through  
sharing the Word, sacrament, fellowship, and music  
within  
a supportive, caring and accepting community.**

## 2. Our Commitment

In fulfilling our mission, *Stamford Lane United Church* strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of all people. We also endeavor to give people with disabilities the same opportunity to access our programs, goods and services, allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

## 3. Providing Programs, Goods and Services to People with Disabilities

*Stamford Lane United Church* is committed to serving all participants, including people with disabilities, and will carry out our functions and responsibilities in worship, social events and meetings.

Upon a participant's request:

### 3.1 Communication

- We will interact and communicate with people with various types of disabilities in ways that support communication assistance that participants provide.

### 3.2 Telephone Services

- 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 *e-mail, skype and our website* if telephone communication is not suitable to their communication needs, or is not available.

### 3.3 Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our programs.
- We will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs.
- As the need arises, we will familiarize ushers and other staff with the various assistive devices that may be used by participants with disabilities while accessing our programs.

- *Stamford Lane* United Church will provide assistive devices it deems necessary for accessing worship and other applicable programs.
  - Staff and some volunteers will be trained on how to use the assistive devices available on our premises, including:
    - *Hearing assistance available in the sanctuary*
    - *Elevator available off St. John Street.*

### **3.4 Accessibility Committee/Officer**

- The Property Committee is designated to oversee all issues relating to accessibility in consultation with the Church Council.
- The Property Committee will consult with congregants with disabilities or family members as accessibility issues arise.
  - The Committee has established and sought approval of these policies on providing accessible programs in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
  - The Committee will monitor our programs and services to ensure that practices and procedures are consistent with our governing policies.
  - The Committee will coordinate accessibility training and training materials for staff and the Church Council.
  - The Committee will work to ensure that assistive devices provided by our church are in good working order and that requests for assistive devices are met.
  - The Committee will be responsible for reviewing feedback on accessibility and responding to any complaints or concerns which are to be directed to them through the office.

## **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 staff and Council members 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 *Stamford Lane* United Church premises with his or her support person.
- Fees will not be charged for support persons accompanying a participant to *any event offered by Stamford Lane United Church.*

## **5. Notice of Temporary Disruption**

*Stamford Lane* United Church will endeavor to 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 *our website at*

[www.stamfordlaneunited.ca](http://www.stamfordlaneunited.ca)

**6. Training for Staff and Volunteers**

*Stamford Lane United Church's* Property Committee will be responsible for coordinating training for employees and Council members who are involved in the development and approvals of accessibility policies, practices and procedures.

**7. Feedback Process**

The ultimate goal of *Stamford Lane United Church* is to meet and surpass expectations while serving participants with disabilities.

Comments on our programs and services regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way *Stamford Lane United Church* provides programs, goods and services to people with disabilities can be made by phone or email or directly with a staff person or Church Council member.
- All feedback will be directed through the office to the Property Committee.
- Participants can expect to hear back within a month.
- Confidentiality will be respected.
- Feedback is continuously invited on our website.

**8. 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 *Stamford Lane United Church* that does not respect and promote the dignity and independence of people with disabilities will be reviewed.

**9. Questions about This Policy**

This policy seeks to achieve service excellence for participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by *the Minister or the Chair of the Property Committee*.