



**Accessibility Standards
for Customer Service
Policy Statement**

July 2016

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.

EVANGEL Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

EVANGEL Church is committed to excellence in serving all people including people with disabilities regardless of race, gender, religion or economic standing.

Assistive Devices

We will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by participants with disabilities while accessing our goods and services.

We will ensure that people are permitted to use their own personal assistive devices to access the auditorium for worship and other applicable programs.

Communication

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

Service Animals and Support Persons

We welcome people with a disability and their service animal. Service animals are allowed in the parts of **EVANGEL Church** campus open to the public.

We welcome the person with a disability who requires the assistance of a support person. Both will be allowed to access the parts of the **EVANGEL Church** campus open to the public.

No fees will be charged (when applicable) to support persons accompanying a participant to any program, however, it is incumbent on the individual to understand the requirements before they register for a program.

Notice of Temporary Disruption

EVANGEL Church will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services normally used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration and the description of alternative facilities or services, if available. This notice will be delivered to participants via weekly verbal/written announcements, email, website or phone call.

Training for Staff and Volunteers

EVANGEL Church will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following areas will be trained:

- Greeters, Ushers, Information Centre personnel, Nursery workers, Children's Leaders, Youth Leaders and all paid Staff.

Training will Include:

- An overview of the Accessibility for Ontarians With Disabilities Act, 2005 and the requirements of the customer service standard.
- **EVANGEL Church's** plan related to the 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 wheel chair and elevator or other equipment and devices that are installed or made available in the future to help people with disabilities access our goods and services *(training on these devices will be limited to those responsible for helping people who require these devices such as ushers, department leaders and paid staff).*

Training Options:

- Take the e-learning workshop "Accessible Customer Service" at the following website
<http://accessforward.ca/front/customerService>

OR

- Read the **EVANGEL Church Training Manual for Accessibility.**
- Staff and volunteers will sign and date a training record form acknowledging that one of the two options above has been exercised.
- The appropriate Staff and volunteer personnel will also be trained when changes are made to the plan prior to the changes being enacted.

Feedback Process

EVANGEL Church is committed to the engaging the community offering hope and displaying the love of God. Therefore providing a wholesome environment for people is of paramount importance. Comments on our programs, goods and services are welcome and appreciated.

- Feedback regarding programs, goods and services to persons with disabilities can be made by way of submission of a Connection card, verbally, through email, or a phone call to general office.
- All feedback will be directed to the Lead Pastor or one of the Board of Counsel.
- Persons giving feedback can expect a response within 30 days.

Notice of Availability

EVANGEL Church will notify the public that our policies are available upon request through an ongoing notice in the weekly **EVANGEL Church** bulletin and church website.

Notifications to this or other policies

EVANGEL Church is committed to developing accessibility guidelines that respect and promote the dignity and independence of people with disabilities. Any guideline or policy of **EVANGEL Church** that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.