

Serving People with Disabilities

Fletcher United Church Accessibility Standards for Customer Service Policy Statement (Nov. 2011)



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**

The Mission of Fletcher United Church is:

"I am the Way, the Truth, and the Life. No one comes to the Father except through Me." -- *Jesus, St. John 14:6*

We want: to know Jesus Christ as Saviour and Lord; to worship and to praise Him; to make Him known to others; to demonstrate our faith by serving others in a Christ-like manner.

"Your Word is a lamp unto my feet, and a light for my path."
--*Psalms 119:105*

2. **Our Commitment**

In fulfilling our mission, Fletcher United Church is committed to include people with disabilities as full and active participants. We will endeavour to remove barriers and attitudes that exclude people with disabilities from full and active participation. We encourage all people to practice their faith and use their gifts in worship, service, study and leadership.

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

Fletcher United Church is committed to serving all participants, including people with disabilities in all that we do.

3.1 Communication

- We endeavour to communicate with people with disabilities in ways that take into account their disability.
- We train staff and volunteers on how to interact and communicate with people with various types of disabilities. As need arises we add specific training for specific needs.

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 email 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, goods and services.*
- We will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs, goods and services.
- We will familiarize ushers and other staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
 - *Fletcher* United Church will provide assistive devices it deems necessary for accessing worship and other applicable programs, goods and services.
- Upon a participant's request, we will make every effort to *provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Fletcher Elected Officials.*

3.4 Accessibility Officer

- We have an Accessibility Officer to oversee all issues relating to accessibility in consultation with the Fletcher Officials.
- The Accessibility Officer has several roles:
 - The officer establishes policies on providing accessible programs, goods and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
 - The officer monitors our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.
 - The officer coordinates accessibility training and training materials for all relevant staff and volunteers.
 - The officer ensures that assistive devices provided by our church are in good working order and that requests for assistive devices are met, as per approval from the Fletcher Elected Officials.
 - The officer is responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

4. Use of Service Animals and Support Persons

- We welcome any person who is accompanied by a service animal
- We ensure that all staff, volunteers and others dealing with participants are trained on how to interact with any person who is accompanied by a service animal.
- We welcome any person who is accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Fletcher United Church premises with his or her support person.

5. Notice of Temporary Disruption

Fletcher United Church provides 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.

6. Training for Staff and Volunteers

Fletcher United Church's Accessibility Officer is responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

Individuals holding the following positions will be trained: Minister and other members of Session, Organist, Choir Members and Fletcher Elected Officials.

7. Feedback Process

Fletcher United Church aims to meet and surpass expectations while serving participants with disabilities. We welcome and appreciate comments on our programs, goods and services regarding how well those expectations are being met.

- Participants can give feedback regarding the way *Fletcher* United Church provides programs, goods and services to people with disabilities in person, or by phone, email, or any way that works for them.
- All feedback will be directed to the Accessibility Officer.
- The Accessibility Officer will reply when appropriate.
- Confidentiality will be respected

Complaints will be addressed according to the procedures outlined by the Accessibility Officer. Complaint procedures will be documented by the Accessibility Officer and made available to the congregation.

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

9. Questions about This Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by *our* Accessibility Officer.

HOW TO GIVE ACCESSIBILITY FEEDBACK AT FLETCHER UNITED CHURCH USING A FORM

We strive to improve accessibility for our participants with disabilities. We would like to hear your comments, questions and suggestions about the provision of our programs, goods and services to people with disabilities. Participant feedback forms are available just inside the main entrance of the church and on our website (<http://fletcher-kent.ca/accessibility.htm>).

Please call (519 682 0223) or email (j19161916@yahoo.ca) to share your comments, or request a copy of our accessibility policy. Please give the feedback form to the Minister or the Accessibility Officer.

Thank you:

John Lusina
Accessibility Officer

FLETCHER UNITED CHURCH ACCESSIBILITY PARTICIPANT
FEEDBACK FORM

Thank you for coming to Fletcher United Church. We value all people and strive to meet everyone's needs.

Please tell us the date you came to Fletcher United Church and what event you attended: _____

Did we meet your needs (Circle one)? Yes No

Were our programs/service provided to you in an accessible manner (Circle one)?

Yes Somewhat No

Please describe your experience and how can we better meet your needs:

If you would like us to personally respond to you, please include your name and phone number or address or email.

Thank you

John Lusina
Accessibility Officer

FLETCHER UNITED CHURCH RECORD OF PARTICIPANT FEEDBACK

Date feedback received: _____

Name of participant (optional): _____

Contact information (if appropriate)*:

Details:

Follow-up:

Action to be taken:

Accessibility Officer: _____

Date: _____