



Title: Accessibility	Policy Area: Property
Effective Date: January 1, 2012	Approved by: Executive Committee
<p>1. Background and Purpose: The Accessibility for Ontarians with Disability Act (AODA) was passed in 2005. By January 1, 2012, all private businesses and organizations (including places of worship) with one or more employees that provide goods, services or programs to the public must comply with the requirements of the Customer Service Standard.</p> <p>2. Scope: Service to participants with disabilities.</p> <p>3. Policy Statement: St. Paul's is committed to provide its programs and services in a way that respects the dignity and independence of people with disabilities.</p> <p>4. Procedures:</p> <p><u>Assistive devices</u> We will ensure that our events staff and volunteer sidespeople are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our services.</p> <p><u>Communication</u> We will communicate with people with disabilities in ways that take into account their disability.</p> <p><u>Service animals</u> We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.</p> <p><u>Support persons</u> A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.</p> <p>Fees will be charged for the support person for admission to programs at the same rate as is charged to other participants.</p> <p><u>Notice of temporary disruption</u> In the event of a planned or unexpected disruption to services or facilities for participants with disabilities St. Paul's will notify participants promptly. This clearly posted notice will include</p>	



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 on the website and at the facility entrance.

Training for staff

St. Paul's will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Support Ministries staff
- Volunteer sidespeople and greeters

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's plan
- St. Paul's 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 hearing assistance devices and the availability of large print bulletins.
- What to do if a person with a disability is having difficulty in accessing the building.

Staff and volunteers will also be trained when changes are made to your plan.

Feedback process

Customers who wish to provide feedback on the way St. Paul's provides services to people with disabilities can e-mail mail@stpaulsbloor.org, phone the office during regular business hours, or complete a connection card.

All feedback will be directed to the Executive Pastor. Customers can expect to hear back within 3 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of St. Paul's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.