

Section 4
Policy Statement
(including sample feedback documents)

WELCOMING COMMUNITIES

Norfolk Street United Church
Accessibility Standards for Customer Service
Policy Statement
November 4, 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 Norfolk Street United Church is:

Together we celebrate God's Presence
in worship, in song, and in life.

Together we offer our gifts to God.

Together we share food and friendship.

Together we seek the truth. Our faith seeks
understanding.

Together we tell our children the stories of faith.

Together we work for justice and peace
for humanity and for all creation.

Together we offer food to the hungry here and
around the world.

Together we invite and welcome other travelers to
walk this journey of faith with us.

2. Our Commitment

In fulfilling our mission, Norfolk Street United Church strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and 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

Norfolk Street United Church is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Worship Service, Church meetings and events, community group use, ongoing tenants, support groups (AA)

3.1 Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will provide publications in formats that are accessible for people with disabilities.
- We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

- We are committed to providing accessible telephone services to our participants.
- 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, newsletter, powerpoint (in Worship), printed word, 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.
- Norfolk Street United Church will provide assistive devices it deems necessary for accessing worship and other applicable programs, goods and services.
 - Ushers and other staff/volunteers will be trained on how to use the assistive devices available on our premises, including:
 - Sennheizer hearing devices, large screen, paper and pens, elevator accessing all five (5) levels of the church
- 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 Board/Council.

3.4 Accessibility Committee/Officer

- We are committed to designating an Accessibility Officer/establishing an Accessibility Committee to oversee all issues relating to accessibility in consultation with the Board/Council.
- If establishing an Accessibility Committee, committee membership will be comprised of champions of accessibility for people with disabilities, including congregants with disabilities or family members, congregants professionally or personally interested in accessibility, members of the Board/Council, and members of the staff (including maintenance staff).
- The Church Council will have several roles:
 - The Church Council will establish 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 Church Council will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.

- The Church Council will coordinate accessibility training and training materials for all relevant staff and volunteers.
- The Church Council will ensure 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 Board/Council.
- The Church Council will be 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 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 all staff, volunteers and others dealing with participants 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 Norfolk Street United Church premises with his or her support person.
- Fees will not be charged for support persons accompanying a participant to any church-sponsored event.

5. Notice of Temporary Disruption

Norfolk Street United Church will 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 email, postings at the church, announcements from the pulpit, bulletin announcements, and phone communication if there is reasonable time.

6. Training for Staff and Volunteers

Norfolk Street United Church's Church Council will be 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:

Ushers, property committee, minister, administrator

7. Feedback Process

The ultimate goal of Norfolk Street United Church is to meet and surpass expectations while serving participants with disabilities.

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

- Feedback regarding the way Norfolk Street United Church provides programs, goods and services to people with disabilities can be made by email, verbally, by letter or through the suggestion box in the Narthex.
- All feedback will be directed to the Church Council.
- Participants can expect to hear back in seven (7) days.
- Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Church Council. Complaint procedures will be documented by the Church Council and made available to the congregation. (Sample feedback forms pages 23-25)

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 Norfolk Street 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 Church Council.

DOCUMENTS FOR OBTAINING FEEDBACK

Dear Valued Participant,

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 from the Church Office or on our website at www.norfolkchurch.on.ca.

Please call (519) 822-6165 or e-mail info@norfolkchurch.on.ca to share your comments, or request a copy of our accessibility policy. You can also leave your feedback form in the box located in the Narthex.

Thank you.

Allan Knapp
Church Council Member

DOCUMENTS FOR OBTAINING FEEDBACK

Participant Feedback Form

Thank you for attending Norfolk Street United Church. We value all people and strive to meet everyone's needs.

Please tell us the date and time you attended Norfolk Street United Church:

Did we respond to your needs today (Circle one)? Yes No

Were our programs and services accessible to you? (Circle one)

Yes (please explain below) Somewhat (please explain below) No

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

Yes Somewhat (please explain below) NO (please explain below)

Please add any other comments you may have:

Contact information (option)*:

(*Please note: There may be privacy implications for organizations collecting personal information. Places of worship should seek their own legal advice regarding the privacy implications of collecting personal information in this manner)

Thank you

Norfolk Street

Church Council Member

SAMPLE DOCUMENTS FOR OBTAINING FEEDBACK

Record of Participant Feedback

Date feedback received: _____

Name of participant (optional): _____

Contact information (if appropriate)*:

(*Please note: There may be privacy implications for organizations collecting personal information. Places of worship should seek their own legal advice regarding the privacy implications of collecting personal information in this manner)

Details:

Follow-up:

Action to be taken:

Church Council Member: _____

Date: _____