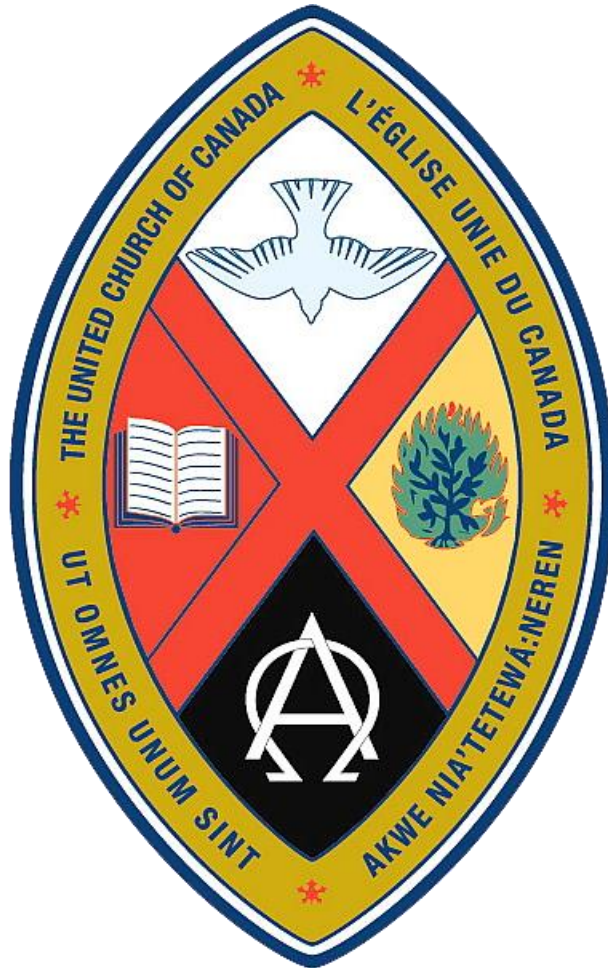


LAKESHORE

United Church



ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY STATEMENT OCTOBER 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 Statement is: With Christ as our Guide, we are called to be an inclusive, progressive faith family, to worship God, nurture our community, and serve the wider world.

2. Our Commitment In fulfilling our mission, Lakeshore United Church is committed to include people with disabilities as full and active participants to the best of our ability. We will remove barriers and attitudes that exclude people with disabilities from full and active participation. All people are encouraged to practice their faith and use their gifts in worship, service, study and leadership.

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

Lakeshore United Church is committed to excellence in serving all participants to the best of our abilities, including people with disabilities, and we will carry out our functions and responsibilities in the following areas: worship, social and educational events, and mid-week groups.

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability and 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, in clear and plain language, in person, by email, by phone or by social networking if phone communication is not suitable.

3.2 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, and will encourage people to use their own personal assistive devices, and to familiarize ushers, staff, and volunteers to those devices.

Lakeshore United Church will provide assistive devices deemed necessary for accessing worship and other applicable programs, goods and services, and will consider requests for other devices. Ushers and other staff/volunteers will be trained on how to use the assistive devices available on our premises, including personal listening devices, elevator and large print bulletins.

3.3 Accessibility Committee/Officer

We have designated an Accessibility Officer (Office Administrator) to oversee all issues relating to accessibility in consultation with Chair of Council and Chair of Property.

The Accessibility Officer will have several roles:

The officer, in consultation with Chair of Council and Chair of Property, 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 officer will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies and coordinate accessibility training and training materials for all relevant staff and volunteers.

The officer, with Chair of Council and/or Chair of Property when appropriate, will ensure that assistive devices provided by our church are in good working order and that requests for assistive devices are considered, as well as being 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 and/or a support person and will ensure that staff, volunteers and others dealing with participants are trained on how to interact with people who are accompanied by a service animal and/or support person.

Fees will not be charged for designated support persons accompanying a participant.

5. Notice of Temporary Disruption

Lakeshore United Church will provide participants with email notice in the event of a planned disruption in the facilities or services usually used by people with disabilities.

6. Training for Staff and Volunteers

Lakeshore United Church's Accessibility Officer will be responsible for coordinating training for all employees, volunteers and others who deal with participants.

Individuals holding the following positions will be trained: Paid employees, Board members, Junior Church and mid-week group leaders, ushers, elevator operators and others as the need arises.

7. Feedback Process

The ultimate goal of Lakeshore 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 always welcome and appreciated.

Feedback regarding the way Lakeshore United Church provides programs, goods and services to people with disabilities will be designed and administered by the Accessibility Officer, in consultation with Chair of Board and Chair of Property.

Confidentiality will be respected. Suggestions and feedback can be made by phone, email or in person to the Accessibility Officer (Office Administrator), Chair of the Board, or Chair of Property. Feedback will be continuously invited on our website.

Suggestions should be addressed in writing by the Accessibility Officer within one month of receiving input. All correspondence, verbal and written, the procedures and outcomes, will be documented by the Accessibility Officer and made available to Council upon request.

8. Questions about this Policy

This policy seeks to respect and promote the dignity and independence of people with disabilities by achieving 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 the Accessibility Officer.