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Revision History

REV	DATE	ORIGINATOR	DESCRIPTION
0	2012	Heather Morrison	Initial release
1	April 2013	Michael Latimer	Expansion of actions

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1. PURPOSE

1.1.1. This policy provides direction to the members and adherents on providing an accessible building and services.

1.2. **Our Mission**

1.2.1. **The mission of Kilsyth United Church is:** To open our doors to the community, without discrimination; so they may worship in a friendly environment, to know, love and serve God better.

1.3. **Our Commitment**

1.3.1. In fulfilling our mission, Kilsyth 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

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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 to the best of our ability.

1.4. Accessibility Liaison (Liaison)

- 1.4.1. We will designate an Accessibility Liaison to oversee all issues relating to accessibility in consultation with the Board. This individual will be appointed at our Annual Meeting each year. The Liaison will establish policies on providing programs to participants with disabilities that are in accordance with the Accessibility Standards for Customer Services, Ontario Regulation 429/07.
- 1.4.2. The Liaison will monitor our programs to ensure that practices and procedures are consistent with our governing policies.
- 1.4.3. The Liaison will coordinate accessibility training for all volunteers.
- 1.4.4. The Liaison will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.
- 1.4.5. The name of the current Accessibility Liaison will be posted in the sanctuary in the communications area.

2. PROCEDURE

2.1. Printed Communication – Principles

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

2.2. Printed Communication – Practice

- 2.2.1. Publications will be provided in formats that are accessible for people with disabilities.
- 2.2.2. Large print bulletins and newsletters will be made available.
- 2.2.3. Printed publications will be made available on the web page www.derbyunitedchurches.ca to allow open and free access the print materials.
- 2.2.4. If required ushers will read printed materials.

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2.3. Oral/Voice Communication Services - Principals

- 2.3.1. We are committed to providing accessible telephone and other auditable services to our participants.

2.4. Oral/Voice Communication Services – Practice

- 2.4.1. Office staff/volunteers will communicate with participants over telephone and in person in clear and plain language and speak clearly and slowly.
- 2.4.2. We will offer to communicate with participants by email kknd.uc@gmail.com or personal (face-to-face) contact if telephone communication is not suitable to their communication needs or is not available.
- 2.4.3. We will utilize an amplified microphone and speaker system for presenter and the Minister in the sanctuary.

2.5. Assistive Devices – Principals

- 2.5.1. We are committed to serving people who use assistive devices to participate in and benefit from our programs.

2.6. Assistive Devices – Practice

- 2.6.1. We will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs.
- 2.6.2. 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 when necessary.
- 2.6.3. 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.

2.7. Use of Service Animals and Support Persons - Principals

- 2.7.1. We are committed to welcoming people who are accompanied by a service animal or a support person.

2.8. Use of Service Animals and Support Persons – Practice

- 2.8.1. Staff and volunteers will be trained on how to interact with service animals. Being a rural church members and volunteers are comfortable with the presence of animals.

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- 2.8.2. Staff and volunteers will recognize a service person but interact and speak with the disabled person. Treating them with respect and dignity. Asking politely how best to serve their needs that will allow them to participate in the churches programs.

2.9. Notice of Temporary Disruption

- 2.9.1. Kilsyth United Church Accessibility Liaison will ensure participants provided 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 by whatever means is appropriate (telephone, email, personal contact, printed).
- 2.9.2. Current information will be made available on the web page www.derbyunitedchurches.ca
- 2.9.3. The churches newsletter and bulletin will provide details on planned disruptions.

3. Training for Staff and Volunteers

- 3.1.1. Kilsyth United Church's Accessibility Liaison 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.
- 3.1.2. Training will include:
- 3.1.2.1. Training materials found on the Accessibility Standards for Customer Services web page
 - 3.1.2.2. This policy & procedure
 - 3.1.2.3. How to correctly communicate with people, with the upmost respect to determine how their needs can be met.
 - 3.1.2.4. How to correctly communicate with service person while ensuring the disabled person is treated with the upmost respect to determine how their needs can be met.

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- 3.1.3. Individuals holding the following positions will be trained: Minister, Session members, members of the Board of Stewards, Ushers/Greeters and Sunday School Teachers.

4. Modifications to this or Other Policies

- 4.1.1. We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.
- 4.1.2. No changes therefore will be made to this policy before considering the impact on people with disabilities or their families.
- 4.1.3. Any policy of Kilsyth United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

5. Feedback Process

- 5.1.1. The ultimate goal of Kilsyth United Church is to meet and surpass expectations while serving participants with disabilities.
- 5.1.2. Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated.
- 5.1.3. Feedback regarding the way Kilsyth United Church provides programs, goods and services to people with disabilities can be made verbally in person, telephone, written, email or comments on the web page.
- 5.1.4. All feedback will be directed to the Accessibility Liaison, who will:
- 5.1.4.1. Ensure they clearly understand the feedback provided and if possible what the person would like to see done as a result of the feedback
 - 5.1.4.2. Disposition any service gaps immediately if possible.
 - 5.1.4.3. Report and seek assistance from the Clerk or Session, Chair of the Board of Steward and/or custodian to rectify the service gap
 - 5.1.4.4. Provide a report of the feedback and disposition at the next Session meeting.
- 5.1.5. Participants can expect to hear back within 30 days.
- 5.1.6. Confidentiality will be respected.

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6. Complaints

- 6.1.1. Complaints will be addressed to the Accessibility Liaison, who will:
- 6.1.1.1. Ensure they clearly understand the complaint and if possible what the person would like to see to resolve the complaint
 - 6.1.1.2. Document findings, desired solution and immediate actions taken.
 - 6.1.1.3. Disposition the complaint immediately if possible.
 - 6.1.1.4. Report and seek assistance from the Clerk or Session, Chair of the Board of Steward and/or custodian to rectify the complaint
 - 6.1.1.5. Provide a report of the complaint and disposition at the next Session meeting.

7. Questions about this Policy

- 7.1.1. 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 the Accessibility Liaison.