

St. Davids-Queenston United Church Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

St. Davids-Queenston United Church is committed to excellence in serving all customers including people with disabilities.

Assistive devices

St. Davids-Queenston United Church will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

St. Davids-Queenston United Church will communicate with people with disabilities in ways that take into account their disability.

Service animals

St. Davids-Queenston United Church welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

We will notify customers of this by posting a notice in the following location(s):

Church Website and on bulletin board outside kitchen

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **St. Davids-Queenston United Church** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

St. Davids-Queenston United Church, 1453 York Road, St. Davids, ON
Sunday Worship services, other church functions and user groups

The notice will be made publicly available at the following locations:

St. Davids-Queenston United Church, 1453 York Road, St. Davids, ON on bulletin board outside kitchen and on our Facebook page.

Training

St. Davids-Queenston United Church will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Individuals in the following positions will be trained:

Minister, Secretary, Sunday School Teacher, Choir Director

Staff will be trained on Accessible Customer Service within 60 days after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard;
- **St. Davids-Queenston United Church's** plan related to the 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 equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: Chair Lift and Sanctuary Lift; Washrooms; and,
- What to do if a person with a disability is having difficulty in accessing **St. Davids-Queenston United Church's** goods and services.

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **St. Davids-Queenston United Church** provides goods and services to people with disabilities can provide feedback in the following way(s):

Verbally or in writing to the Minister or Congregational Chair, by phone to 905-262-5242, by email to sdqminister@bellnet.ca, through Facebook page, or through a support person.

All feedback, including complaints, will be handled in the following manner:

Minister and Congregational Chair who will resolve in accordance Accessibility Plan. If necessary, escalated to the Official Board.

St. Davids-Queenston United Church customers can expect to hear back in 14 days.

Notice of availability

St. Davids-Queenston United Church will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

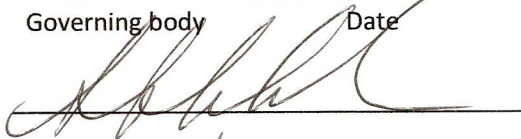
Bulletin board outside kitchen and church website.

Modifications to this or other policies

Any policy, practice or procedure of **St. Davids-Queenston United Church** that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Plan adopted by Official Board on JAN 20, 2015.
Governing body Date

Signature:



Printed Name: STEVEN HARDAKER

Contact information: 905-262-5242 (CHURCH)
Telephone E-mail