

GRACE UNITED CHURCH, Caledonia

Policy and Procedure Manual

Policy Title	ACCESSIBILITY	Policy Number	PPM-G3.1
Date of Approval by Council	June 25, 2014		
Revision Dates		Date of next Review	May 2027

PURPOSE:

Grace United is committed to excellence in serving all people and we will at all times provide our services in a way that respects the dignity and independence of persons with disabilities.

POLICY STATEMENT:

Assistive devices

We will ensure that our staff and volunteers are trained and familiar with the various assistive devices we have on site or that we provide for individuals who are accessing our facility.

Communication

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

Service animals

We welcome people with their service animals.

Support persons

A support person accompanying a person with a disability will be admitted to events free of charge.

Service Facilities Include

Elevator Access to all Levels
Hearing Assistive Devices
Wheelchair Accessible Washroom
Wheelchair

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities, Grace United Church will provide notice of the planned or unplanned disruption of services, including information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services, if any, that may be available. This will be done by posting notice(s) in conspicuous place(s) on the entrances of Grace United Church.

GRACE UNITED CHURCH, Caledonia

Policy and Procedure Manual

Training

Grace United Church will provide training to employees, volunteers and others who deal with the public on our behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 equipment or devices that are at Grace United Church that may help with the provision of services to persons with disabilities

Feedback process

Anyone who wishes to provide feedback on the way Grace United Church provides services to people with disabilities can give it in person, by telephone, in writing, by e-mail or any other method of communication that is accessible to the person(s). Feedback will be reviewed and responded to within 15 days or as soon as reasonably possible.

<i>In person:</i>	Deliver your letter to the Church Office.
<i>By telephone:</i>	You may arrange to provide your comments by calling 905-765-2686
<i>By email:</i>	info@graceunitedcaledonia.com
<i>By mail:</i>	Chair, Church Council Grace United Church 174 Caithness St. East Caledonia ON N3W 1C2

Modifications to this or other policies

Any policy of the Grace United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

POLICY REVIEW:

Time Frame: Every three years

Committee Responsible: Stewards

All policy revisions require Council approval.

CROSS REFERENCES:

Accessibility for Ontarians with Disabilities Act