

Trinity United Church
Chapleau Pastoral Charge
United Church of Canada
Accessibility Standards for Customer Service
Policy Statement
February 6th, 2012



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 Statement of Trinity United Church is:

In the Christian Spirit of a caring, vibrant and joyful church community,

we believe that God is calling us to build up our life together as a congregation by:

- encouraging Christian faith development – from childhood through all life stages,
- sharing of ourselves with the local/global community, and
- valuing our coming together in the worship of God.

2. Our Commitment

In fulfilling our mission, Trinity 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. These commitments are limited by the physical structure of the church property.

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

Trinity 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, Social, and fundraising events.

3.1 Communication

- We will provide Sunday Bulletin in 16 point font.
- A speaker system is available to amplify the speaker's voice in the sanctuary.
- 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 and Canada Post if telephone communication is not suitable to their communication needs, or is not available.

3.3 Assistive Devices

- Trinity United Church property is not currently wheel chair accessible.
- Trinity United Church is unable to provide personal assistive devices necessary for accessing worship and other applicable programs, goods and services.
- We are committed to serving people 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 staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.

3.4 Accessibility Committee

- All matters regarding Accessibility will be referred to the Board of Trinity United Church.
- Accessibility Committee membership includes Church Board members and is open to congregants with disabilities or family members, congregants professionally or personally interested in accessibility.
- The Accessibility Committee will have several roles:
 - The committee 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 committee will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.
 - The committee will coordinate accessibility training and training materials for all relevant staff and volunteers.
 - The committee 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 Trinity United Church premises with his or her support person.
- Fees will not be charged for support persons accompanying a participant.

5. Notice of Temporary Disruption

Trinity 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 at the beginning of the worship service or event.

6. Training for Staff and Volunteers

Trinity United Church's Accessibility Committee 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: Minister, Volunteer Secretary, and Church Board Members.

Training will be available for members, adherents and volunteers of Trinity United Church.

7. Feedback Process

The ultimate goal of Trinity United Church is to meet 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 Trinity United Church provides programs, goods and services to people with disabilities can be made in writing to the Accessibility Committee by personal delivery to the church, email: trinitychapleau@hotmail.ca or Canada Post.
- Participants can expect to hear back in thirty days.
- Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Accessibility Committee. Complaint procedures will be documented by the Accessibility Committee and made available to the congregation.

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 Trinity 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 the Accessibility Committee.