

LAKE of BAYS PARISH POLICY FOR ACCESSIBLE CUSTOMER SERVICE www.ontario.ca

Providing goods, services or facilities to people with disabilities. Lake of Bays Parish is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Lake of Bays Parish understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Lake of Bays Parish is committed to complying with both the Ontario Human Rights Code and the AODA.

Lake of Bays is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our churches and St Ambrose Parish Hall. The basement at St James is roped off and inaccessible to persons with disabilities.

We will ensure that our clergy, lay readers, Pantry volunteers and wardens are familiar with various assistive devices (walkers, wheelchairs, 'ride alongs' and crutches that may be used by attendees with disabilities while accessing our Pantry, church services or St Ambrose Parish Hall..

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following: *Using electronic food order forms for deaf clients who use the Pantry. Assigning a parishioner as leader for blind people who attend church or use the Pantry.* We work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their self identified 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities *Lake of Bays* will notify those we serve promptly. A 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. Notice will also be posted on our website.

Services/Facilities include:

St James church services and Fellowship time after services

St Ambrose Church services and fellowship or Parish meetings or other gatherings in the Parish Hall

Lake of Bays Winter Pantry

Training

Lake of Bays clergy will provide accessible customer service training to: all employees and volunteers and do so within two weeks of any new persons hired or who volunteer.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Lake of Bays policies 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
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Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

Clergy and or Lay Readers and Wardens and Pantry Manager will ask disabled people for feedback on the service accommodations they experienced, focusing on ways we can make future experiences more positive. All feedback will be shared with clergy and if necessary reparative efforts will be addressed directly with the disabled within one week to determine if the changes made will address their concerns.

Posting of welcome to the Disabled

Our website welcomes the disabled and explains our accomodation for wheelchairs, crutches and roll alongs. We note that a parishioner will be assigned to accompany and orient the blind and the developmentally disabled. It will also explain our lack of “hearing assist” devices other than a microphone.

Lake of Bays Anglican Parish will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and,at no cost.

Modifications to this or other policies

Feedback from the public will be welcomed at any time and given respectful consideration by the clergy, lay readers and Pantry Manager.