

Stanley Park Community Church Accessibility Policy Statement
Providing Programs and Service to People with Disabilities
Updated December 2012

1. Our Mission

The mission of the Stanley Park Community Church Accessibility Policy is; **"To welcome and accommodate people with disabilities and their families, in our place of worship and in our faith community."**

2. Our Commitment

In fulfilling our mission, Stanley Park Community Church strives at all times to provide its programs 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 and services and allowing them to benefit from the same services, in the same place and in a similar way as other church attendees.

3. Providing programs and service to people with disabilities.

Stanley Park Community Church is committed to excellence in serving all church attendees including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff and volunteers who communicate with church attendees on how to interact and communicate with people with various types of disabilities. Will also provide alternative means to access all church publications in an accessible format upon request.

3.2 Telephone Services

We will train office staff to communicate with members over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with church attendees by email, if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our programs and services. We will ensure that people are permitted to use their own assistive devices to access sanctuary ritual practice and all other applicable church programs and services. We will familiarize ushers and other front line staff with the various assistive devices that may be used by members with disabilities while accessing our programs or services.

The church acknowledges that when circumstances prevent the use of certain assistive devices it is our responsibility to provide appropriate alternative accommodations for affected members.

The church will provide assistive devices it deems necessary for accessing its programs and services. Ushers and other front-line staff will be trained on how to use the assistive devices available on our premises including:

walkers or crutches

magnifiers

white cane

communication boards (which use symbols, words or pictures to create messages)

3.4 Accessibility Committee

We are committed to establishing a church Accessibility Committee to oversee all issues related to church accessibility in consultation with the church Governance Board. Committee membership will include one member of the Governance Board, the Staff person in charge of Facilities, the Church Secretary and individual subject-matter expert representation from the Congregation on an as needed basis. Members should be selected to include champions of accessibility for people with disabilities including members with disabilities and their family members.

The committee will nominate an Accessibility Officer as the chair of the committee. The Accessibility Officer will coordinate and oversee all of the functions of the Accessibility Committee.

The Accessibility Committee will have several roles.

- It will establish policies on providing accessible programs and services to church attendees with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- It will monitor church programs and services to ensure that practices and procedures are consistent with governing policies.
- It will coordinate accessibility training and training materials for all relevant church staff and volunteers.
- It will ensure that assistive devices provided by the church are in good working order and that requests for assistive devices are met.
- It will be responsible for reviewing feedback on the churches accessibility and responding to any complaints or concerns.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will permit people with disabilities to be accompanied by their service animal when participating in services and programs. We will provide appropriate accommodations for both members and their service animal in cases where an activity excludes the use of service animals and alternatives where service animals are restricted by other health and safety regulations (such as in kitchen and food preparation areas).

We will also ensure that all staff, volunteers and others dealing with church attendees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Stanley Park Community Church's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. We will permit attendees to be accompanied by their support person when performing sanctuary rituals.

Fees will not be charged for support persons accompanying the person with a disability to regular programmes located at the SPCC building. In the event that programmes are hosted at another facility or retreat centre that charges a fee for attendance, Church attendees will be informed of this by a notice that will be posted in Stanley Park Community Church's premises and by email to our attendees mailing list.

5. Notice of temporary disruption

Stanley Park Community Church will provide attendees 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, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to attendees by means of phone call, email, posting on SPCC website, and notices posted in SPCC's premises.

6. Training for staff

Stanley Park Community Church's Accessibility Committee will be responsible for coordinating training for all employees, volunteers and others who deal with church attendees or other third parties on their behalf, and all those who are involved in the development and approvals of church accessibility policies, practices and procedures.

The Individuals in the following positions will be trained:

Governance Board

Church Staff (18 or older)

The Accessibility Committee will also be responsible for developing training resource materials in compliance with the legislation and in consultation with the church Accessibility Procedures Document.

7. Feedback process

The ultimate goal of Stanley Park Community Church is to meet and surpass expectations while serving attendees with disabilities. Comments on our programs and services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Stanley Park Community Church provides programs and services of people with disabilities can be made by email, verbally, suggestion box, feedback card. All feedback will be directed to the Officer of the church Accessibility Committee.

Attendees can expect to hear back in 7-14 days. Complaints will be addressed according to the procedures outlined by the Accessibility Committee. These procedures will be documented by the Accessibility Committee and made available to church attendees.

8. Modifications to this or other policies

We are committed to developing church accessibility policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Stanley Park Community 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 exists to achieve service excellence to church attendees with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Kit Sonoda Accessibility Officer of Stanley Park Community Church.

Stanley Park Community Church Accessibility

Procedures Document

Updated February 2013

Training

All Staff, volunteers and leaders will complete the following online training course and notify the Accessibility Officer when complete: <http://www.mcass.gov.on.ca/en/serve-ability/>
Accessibility Officer will document the date of training completion.

Training must be renewed every 5yrs.

Guidelines for front line Staff and Ushers Greeters;

- Use a church Attendees assistive device to communicate with them only when permitted by the member or their support person.
- Communicate directly with Church attendee, not their support person.
- Encourage the participation of support persons in communal church practices whenever possible.
- Make efforts to ensure support persons feel welcome, offer an informal lesson to orient support persons (who might otherwise be unfamiliar) with church practices and rituals.
- Equip ushers and greeters with a notepad and pen, a picture board or alternative communication aids.
- Use visuals when conducting sermons and other educational discussions (e.g. diagrams, charts, full transcripts, summaries, live captioning, etc)
- Avoid overly wordy and complicated language. Explain difficult terminology in sermons and other educational discussions, or when communicating with an attendee who might be otherwise confused.
- Politely ask church attendee to repeat what they have said if you do not understand
- Avoid using negative terms for a person with a disability.

Guidelines for Written Communications

- Provide church weekly bulletins in alternative formats (5 copies available in large print font 16 point or higher).
- Ensure Church website is compatible with assistive software and has an option to increase screen to large font.

Notifications of Disruptions

Following facilities areas have been identified as requiring notification in the event of a disruption;

- Accessible washroom
- rear entry ramp/door not usable
- rear loading area (including restricted vehicle access obstruction)
- Public meeting moved to basement level
- other areas as they arise

Large print notice created on Notice board placed outside front and back of building.

Phone call to church attendees that have made know to the Accessibility Officer that they have mobility limitations. Posting on website and email to SPCC directory list.