

# North Bramalea United Church

## Accessibility Standards for Customer Service “Practices-and-Procedures” Statement

January 01, 2012



This “practices-and-procedures” statement seeks to implement the North Bramalea United Church Accessibility Standards for Customer Service policy. This “practices and procedures” statement will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

North Bramalea United Church  
363 Howden Blvd.  
Brampton, ON L6S 4L6  
905-450-8003  
[office@nbuc.ca](mailto:office@nbuc.ca)    [www.nbuc.ca](http://www.nbuc.ca)

## **1. Our Vision and Mission**

Our Vision:

Imagine God, building better lives, better families and a better Brampton. We do!

Our Mission:

To enable everyday people to walk the Way of Jesus and to follow the living God out into our community.

## **2. Our Commitment**

In fulfilling our mission, North Bramalea United Church strives at all times to provide a Christian community of welcome and integration for all kinds of people, including people of disabilities in this particular statement. It will provide a community, programs, goods and services in a way that respects the dignity, independence and faith of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our community, programs, goods and services and allowing them to benefit from the same fellowship and services, in the same place, and in a similar way as other participants.

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

North Bramalea United Church will build Christian community and serve with excellence all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Worship

Faith Growth

Fellowship

Pastoral Care

Outreach in Word and Deed

Family Ministry

Communication

Governance

### **3.1 Worship and Learning Communities**

- We will train staff and volunteer leaders to integrate people with disabilities into leadership and participant roles in worship and learning.
- We will provide volunteer assistants when possible to assist people with disabilities to participate in worship and learning.

### **3.2 Communication**

- We will train our staff and volunteers to use appropriate language with people with disabilities in ways that take into account their disability.
- We will train our staff and volunteers to address people with disabilities directly and in ways that take into account their disability.
- We will provide Sunday morning bulletins in large print formats.

### **3.3 Telephone Services**

- We will provide 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 if telephone communication is not suitable to their communication needs, or is not available.

### **3.4 Assistive Devices**

- We provide assistive devices for participating in our worship. Devices are available at the Information located near the main doors to the worship place.
- We will train our staff and volunteers assure 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 ushers and other staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
- We will train our ushers to provide space for wheelchair access to seats and storage of the device conveniently next to the person in the following circumstances:
  - At major events such as concerts, when seating is full, we will remove two chairs at each access point from the ramps to each tier of seats, for people with wheel chairs to move to the seats and to store their transportation device next to them.
  - At regular worship when more space is available, we will remove two seats by two of the main double doors for people with wheel chairs to move to the seats and to store their transportation device next to them, or we will train the ushers to approach those with transportation devices to offer to remove two chairs at the access point to each tier for their seating and storage of their devices.
  - Because of the size of scooters, the ushers will be trained to invite people with scooters to move to a wheelchair for sitting in the sanctuary, and to assist them with the wheelchair movement if they desire.
- We will familiarize ushers and other staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
- Upon a participant's request, we will make every effort to provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Board/Council.

### **3.5 Accessibility Liaison**

- We have appointed an Accessibility Liaison person working with our Property Committee to oversee all issues relating to accessibility in consultation with The Board.

- Our Accessibility Liaison person will recruit help as necessary and will consult with people with disabilities, including congregants with disabilities or family members, congregants professionally or personally interested in accessibility, members of the Board, and members of the staff (including maintenance staff).
- The Accessibility Liaison person will have several roles:
  - The Liaison 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 Liaison will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.
  - The Liaison will coordinate accessibility training and training materials for all relevant staff and volunteers.
  - The Liaison with our Communications Systems (Tech) Team, will ensure that assistive devices provided by our church are in good working order and that requests for assistive devices are met, as per approval from the Board. In some cases, the Liaison will talk to the Property Team with regard to non technical assistive devices.
  - The Liaison will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns (see examples at Appendices 1, 2 & 3).

#### **4. Use of Service Animals and Support Persons**

- Staff and volunteers will be trained to welcome and interact with people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties.
- Staff and volunteers will be trained to welcome 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 North Bramalea United Church premises with his or her support person.
- Staff will inform leaders of concerts, fundraising and fellowship events about the Church's policy to not charge fees to support persons accompanying a participant to such events.

#### **5. Notice of Temporary Disruption**

North Bramalea 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 by means of phone, e-mail or personal messenger.

#### **6. Training for Staff and Volunteers**

North Bramalea United Church's Accessibility Liaison along with Ministry Staff will coordinate training for all employees, volunteers and others who deal with participants with disabilities or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility practices and procedures.

Individuals holding the following positions will be trained:

- Ordered Staff
- Volunteer Staff
- Paid Staff, full time and part time
- Custodial Staff
- The Greeting Team
- The Parking Team

## **7. Feedback Process**

We will elicit comments on our programs, goods and services regarding how well participants with disabilities are being welcomed and appreciated.

- Our bulletin will communicate that feedback regarding the way North Bramalea United Church provides programs, goods and services to people with disabilities, can be made by email, verbal, notes to the Office, Connections Cards, or phone calls to the Office (Office communication will be relayed to the Accessibility Liaison person).
- We offer a Feedback Form to guide the feedback; if read and written communication does not fit the disability, a personal call or interview will be arranged, using the outline of the Feedback Form. (see Appendix 2)
- All feedback should be directed to the Accessibility Liaison who will keep a record of the feedback (see Appendix 3).
- Participants can expect to hear back in ten business days.
- Confidentiality will be respected
- The procedure for complaints is as follows:
  - Complaints will be received by the Accessibility Liaison.
  - The Liaison will communicate with the complainant to clarify the complaint and seek to resolve the complaint immediately if possible.
  - If necessary the Accessibility Liaison will talk with the church staff or volunteer involved to resolve the complaint and communicate back to the complainant or bring the parties together.
  - If necessary the Accessibility Liaison will go through the appropriate team or committee to provide the proper remedy to the complaint (e.g. a building modification) and communicate to the complainant the timeline for remedying the matter.
  - Should the communication of the Accessibility Liaison be unsatisfactory, the complainant can ask for a hearing from the Senior Management
  - Team which meets at least monthly.

## **8. Modifications to this set of practices and procedures**

We are committed to developing accessibility practices and procedures that respect and promote the dignity and independence of people with disabilities.

- No changes, therefore, will be made to this set of practices and procedures before considering the impact on people with disabilities or their families.
- Any practices and procedures of North Bramalea United Church that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.
- This practice and procedures document will be reviewed every year for the first 3 years, every 3<sup>rd</sup> year after that, or when major customer accessibility issue arise, or when Provincial Policy changes.

**9. Questions about this statement of Practices and Procedures**

This statement of practices and procedures seeks to achieve service excellence to participants with disabilities. If anyone has a question about these practices and procedures, or their purposes, an explanation or reply will be provided by Norman Greene, Accessibility Liaison , through the Church Office: 905-450-8003 or [office@nbuc.ca](mailto:office@nbuc.ca) or by letter to the Office, NBUC, 363 Howden Blvd., Brampton, ON L6S 4L6.

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**APPENDIX 1: Request for feedback letter:**

North Bramalea United Church  
363 Howden Blvd.  
Brampton, ON L6S 4L6  
905-450-8003X202  
ngreene@nbuc.ca

Dear Valued Participant,

We strive to improve accessibility for our participants with disabilities. We would like to hear your comments, questions and suggestions about the provision of our programs, goods and services to people with disabilities. Participant feedback forms are available at our Information Desk or on our website [www.nbuc.ca](http://www.nbuc.ca).

Please call 905-450-8003X202 or e-mail, [ngreene@nbuc.ca](mailto:ngreene@nbuc.ca) to share your comments, or request a copy of our accessibility policy. You can also leave your feedback form on the Information Desk or at the Office of call the Accessibility Liaison for a personal conversation or visit at the number above.

Thank you,

Norman Greene  
Accessibility Liaison

## **APPENDIX 2: Participants feedback form**

Thank you for attending North Bramalea United Church. We value all people and strive to meet everyone's needs. Should a form such as not work with you, please call the Accessibility Liaison at 05-450-8003X202 for a personal phone conversation or personal meeting.

Please tell us the date and time you attend North Bramalea United Church: \_\_\_\_\_

Did we respond to your needs today (Circle one)?      Yes      No

Were our programs/service provided to you in an accessible manner (Circle one)?

Yes                              Somewhat (please explain below)                              NO (please explain below)

Was our church accessible for you (Circle one)?

Yes      Somewhat (please explain below)                              NO (please explain below)

Please explain the partial or non-accessibility issue which you encountered at North Bramalea United Church:

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Please add any other comments you may have:

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Contact information if you choose to give it to us:

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Thank you

Norman Greene

Accessibility Liaison

### **APPENDIX 3: Record of Participant feedback**

Date feedback received: \_\_\_\_\_

Name of participant (optional): \_\_\_\_\_

Contact information, if they chose to give it to us:

\_\_\_\_\_  
\_\_\_\_\_

Details:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Follow-up:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action to be taken:



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Norman Greene

Accessibility Liaison: \_\_\_\_\_

Date: \_\_\_\_\_