



Memorandum

To: Parkwood Frontline Volunteers
From: Jane Sharron
Date: October 2018
Re: Accessibility for Ontarians with Disabilities Act, 2005 – Regulation 429/07

In order to comply with the government's Accessibility for Ontarians with Disabilities Act and Parkwood's Accessibility Policy, all volunteers who deal with the public on Parkwood's behalf are required to complete the **Customer Service Standard** training module. There are three easy steps that will take no more than an hour of your time, and everything can be accessed through the church website: www.parkwoodwindsor.com. Simply scroll to the bottom of the homepage and click on **Policies**. Then...

1. Click on **Accessibility Policy Statement** and review the documents.
2. Click on www.accessforward.ca and complete Customer Service Standard Training Module (30-40 minutes).
3. When you complete the training module, come back to Parkwood's website and click on **Customer Service Standard Quiz**, complete the quiz, press SUBMIT...and you're finished!

If you prefer to read the material rather than do the online training module, you can download the transcript on our website.

If you have any questions, please don't hesitate to contact me or your supervising pastor.

Thank you for your time and attention!

Jane Sharron
Parkwood Accessibility Committee

PARKWOOD ACCESSIBILITY POLICY STATEMENT GOSPEL CHURCH

Providing Programs, Goods and Services to People with Disabilities

1 | OUR MISSION

We exist to bring glory to God by becoming disciples who make disciples of Jesus.

2 | OUR COMMITMENT

In fulfilling our mission, Parkwood 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 committed to giving people with disabilities the same opportunity to access our programs, goods and services, allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

3 | PROVIDING PROGRAMS, GOODS AND SERVICE TO PEOPLE WITH DISABILITIES

Parkwood 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:

3.1 | Communication

We will communicate with people with disabilities in ways that take into account their disability. We will provide publications in formats that are accessible for people with disabilities. 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 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 using Bell Canada relay services 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, goods and services. We will ensure that people are permitted to use their own personal assistive devices to access sanctuary practices and other applicable programs, goods and services. We will familiarize ushers and other frontline volunteers/staff with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods or services. We will provide assistive devices deemed necessary for accessing programs, goods and services. Ushers and other frontline volunteers/staff will be trained on how to use the assistive devices available on our premises. 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 church board/leadership.

3.4 | Accessibility Committee

We have an Accessibility Committee to oversee all issues related to accessibility in consultation with the Board of Deacons. Committee membership will be comprised of at least three people who are champions of accessibility for people with disabilities, including congregants with disabilities or family members, congregants professionally or personally interested in accessibility, one member of the pastoral staff, and one member of the Board of Deacons.

The Accessibility Committee/Officer will have several roles. The committee/officer 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/officer will coordinate accessibility training and training materials for all relevant staff and volunteers.

The committee will ensure that assistive devices provided by Parkwood are in good working order and that requests for assistive devices are met, as per approval from the Board of Deacons. The committee/officer will be responsible for reviewing feedback on accessibility and responding to any complaints or concerns.

4 | USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Parkwood is committed to welcoming people with disabilities 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 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 Parkwood's premises with his or her support person. Fees will not be charged for support persons accompanying a participant to any applicable service or program.

5 | NOTICE OF TEMPORARY DISRUPTION

Parkwood 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, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants by means of posting notices on our premises.

6 | TRAINING FOR STAFF AND VOLUNTEERS

Parkwood'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.

All paid staff and frontline volunteers will be required to complete the training provided at www.accessforward.ca by doing the online Customer Service Standard Training Module or downloading and reading the training module, then completing and returning to the church office the **Customer Service Knowledge Quiz – Accessibility** contained in this policy.

7 | FEEDBACK PROCESS

The ultimate goal of Parkwood is to meet and surpass 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 Parkwood provides programs, goods and services to people with disabilities can be made in the following manner, directed to the attention of the Accessibility Committee:

- Email, telephone call or postal mail to the church office
- Submit a connecting card to the church office (available in pew racks and at Guest Services)

All feedback will be directed to the Accessibility Committee for response. Participants can expect to hear back in five business 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

Parkwood is committed to developing 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 or their families. Any policy of Parkwood 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.

Date Board Approved/Enacted: June 5, 2012

Parkwood Gospel Church Participant Feedback Form

Thank you for attending Parkwood Gospel Church. We value all of our participants and strive to meet everyone's needs.

1. Please tell us the date and time you attended Parkwood Gospel Church:

2. Did we respond to your needs today? YES NO

3. Were our programs/goods/service provided to you in an accessible manner?

YES SOMEWHAT (*please explain below*) NO (*please explain below*)

4. Did you have any problems accessing our programs, goods or services?

YES (*please explain below*) SOMEWHAT (*please explain below*) NO

5. Please add any other comments you may have:

6. Contact information (optional):

Thank you,
Parkwood Accessibility Committee

Parkwood Gospel Church Record of Participant Feedback (2)

Date Feedback Received: _____

Name of participant [optional]: _____

Contact information (if appropriate):

Details: _____

Follow-up: _____

Action to be taken: _____

Accessibility Committee Member: _____

Date: _____

Parkwood Gospel Church Notice of the Feedback Process

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. Please contact our Accessibility Committee in person by postal mail, by email or by calling the church office at 519-948-7055 to share your comments.

Thank you,

Parkwood Accessibility Committee

Parkwood Gospel Church Sample Notice of Disruptions of Service

Dear Participants:

Our accessible washroom is out of service due to a broken pipe. A repair person will be on the premises as soon as possible to fix it. In the interim, we have made arrangements for participants to use the accessible washroom in the 100 hallway, which is located by the Fitch Chapel lobby.

We apologize for any inconvenience.

Thank you,

Parkwood Accessibility Committee

All frontline volunteers are asked to complete the **Customer Service Training Module** and hand in the completed document to the church office.

PLEASE PRINT:

Your Name _____

Date Completed _____

Your Email _____

By submitting your email address, you will become part of Parkwood's online community, receiving email updates and newsletters. You can unsubscribe from these communiqués at any time.

Phone _____

Your position and area of service _____

QUIZ

1. Under the Accessibility for Ontarians with Disabilities Act 2005, different standards on accessibility are being developed that will set requirement for the identification, removal and prevention of barriers for people with disabilities in key areas of daily living.

True _____ False _____

2. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice.

True _____ False _____

3. The term "disability" only applies to people who use wheelchairs.

True _____ False _____

4. Avoiding someone because of their disability is a barrier in attitude.

True _____ False _____

5. Your organization must accept feedback about the way it provides goods or services to people with disabilities.

True _____ False _____

6. You should not ask your customer to repeat himself if you don't understand him the first time. It might offend him.

True _____ False _____

7. If a person has vision loss they cannot see anything.

True _____ False _____

8. It is helpful for someone who uses a hearing aid if you reduce background noise.

True _____ False _____

9. You should always speak directly to your customer, not to their support person or companion.

True _____ False _____

10. If your customer uses a manual wheelchair, feel free to push them around your service area.

True _____ False _____

11. You can always tell when someone has a disability.

True _____ False _____

12. Assistive devices enable a person with a disability to do everyday tasks and activities.

True _____ False _____

13. Your organization must allow people with disabilities who use a support person to bring their support person with them while accessing goods or services on parts of the premises that are open to the public.

True _____ False _____

14. Service animals should be treated as pets.

True _____ False _____