

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

St. Thomas' Anglican Church is committed to excellence in serving all community members including people with disabilities.

Assistive devices

We will ensure that our staff members are trained and familiar with various assistive devices that may be used by community members with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their 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.

Fees will not be charged for support persons for admission to the church premises. We will notify community members of this through a notice posted on our premises and website.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for community members with disabilities, website and/or facilities including washrooms and entrances, St. Thomas' will notify community members promptly. This 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.

The notice will be placed at current facility and on the website during the disruption of services.

Training for staff

St. Thomas' will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Priest
- Wardens
- Administration Assistant
- Family, Children and Youth Ministries Coordinator
- Greeters

This training will be provided to staff during the first two weeks of their contract.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- St. Thomas' Accessible Customer Service Plan.
- 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
- What to do if a person with a disability is having difficulty in accessing St. Thomas' goods and services

Staff will also be trained when changes are made to your Accessible Customer Service Plan.

Feedback process

Community members who wish to provide feedback on the way St. Thomas' Anglican Church provides goods and services to people with disabilities can call (613) 962-3636 or send an email to warden@stthomasbelleville.ca. All feedback will be directed to the Wardens. Community members can expect to hear back in 15 Business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of St. Thomas' Anglican Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.