



# Toronto Conference

## The United Church of Canada



Customer Service Standards

### Provincial Accessibility Guidelines

A Toronto Conference Information Piece

Re: Developing Congregational Guides to Accessibility

#### OVERVIEW

##### WHEN?

The deadline for compliance with this standard for churches is January 1, 2012.

##### WHY

The purpose of the accessibility standards is to move organizations (including churches) in Ontario forward on accessibility.

##### WHAT

The customer service standard is the first standard developed under this "Act" (AODA). Each church will be required to address how it will meet each of 11 requirements. These 11 requirements are summarized on the reverse side of this flyer.

##### HOW

Toronto Conference is committed to creating a template for congregational use in developing their own "Guide to Accessibility" by Fall 2010. Contact person:

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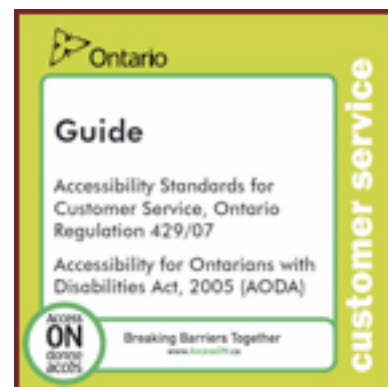
1 800 446 4729 ex 241

#### What does "Customer Service" refer to in a church context?

(This information was in a General Council e-mail document in December 2009)

This term is understood as our interaction with those who come through our doors – parishioners, community ministry participants, campers, students, seniors, and so on.

It may also include how we interact with those who are seeking religious services – weddings, funerals, baptisms.



#### Training Video

In preparation, you may want to set aside 45 minutes to watch the training video provided by the Ontario Government. It is available at: [www.mcass.gov.on.ca/mcass/serve-ability/splash.html](http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html).

**Toronto, Hamilton and London Conferences are working together to prepare a template for use in local congregations as well as resources for training volunteers.**

(A full copy of the Guide to Accessibility for Ontarians with Disabilities Act, 2005 (AODA) can be downloaded from the Toronto Conference website.)

1. Establish policies, practices and procedures on providing goods and services to people with disabilities. What are policies, practices and procedures?
  - a. Policies – what you intend to do, including any rules for staff.
  - b. Procedures – how you will go about doing the policies; the steps staff and volunteers are expected to take.
  - c. Practices – what you actually do on a day-to-day basis, including how you offer and deliver the services.
2. Use reasonable efforts to ensure that these policies, practices and procedures are consistent with the 4 core principles:
  - a. Independence
  - b. Dignity
  - c. Integration
  - d. Equality of opportunity
3. Set a policy both on allowing people to use their own personal assistive devices and on any measures your church offers to enable people to access your goods and services.
4. Communicate with a person with a disability in a manner that takes into account his/her disability.
5. Allow persons with disabilities to be accompanied by their guide dog or service dog unless the animal is excluded by other law. If excluded by other law, use other measures to provide services to the person with a disability.
6. Permit persons with disabilities who use a support person to bring that person with them.
7. When admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on are temporarily disrupted.
9. Train staff, volunteers, and any other people who interact on your behalf with persons with disabilities.
10. Train staff, volunteers, and any other people who are involved in developing your policies, practices and procedures on the topics included in the customer service standard.
11. Establish a process for feedback and your response to the feedback.