

Scarborough Chinese Baptist Church

Accessibility Policy on Providing Programs, Goods and Services to People with Disabilities

1. Purpose and Scope

Scarborough Chinese Baptist Church (SCBC) is committed to providing programs, goods and services in a way that respects the dignity and independence of people with disabilities.

SCBC created this Policy pursuant to the Accessibility for Ontarians with Disabilities Act (AODA), and the Accessibility Standards for Customer Service and Employment. The Policy applies to all programs, goods and services provided by the SCBC.

2. Guiding Principles

We will ensure that our policies, practices and procedures are reasonably consistent with these 4 accessible customer service principles:

- Dignity – person with a disability can maintain self-respect and the respect of other people
- Independence – person with a disability is allowed to do things on their own without interference from others
- Integration – person with a disability can benefit from the same services, in the same place, and in the same or similar ways as others
- Equal Opportunity – person with a disability has the same opportunity to access programs, goods and services as offered to others

3. Information and Communication

SCBC is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communication materials in accessible formats or with appropriate means of communication support. This includes publicly available information about our programs, goods, services, and facilities, as well as publicly available emergency information.

SCBC will communicate with people with disabilities to determine their information and communication needs.

4. Use of Service Animals and Support Persons

We welcome service animals and support persons accompanying people with disabilities. Service animals and support persons are allowed on parts of SCBC's premises that are open to the public (for service animals, except where prohibited by law).

Advance notice will be provided, via bulletins or by the program owner, if fees will be charged for support person accompanying a person with disabilities accessing our programs and services.

5. Assistive Devices

We welcome people with disabilities to use their own personal assistive devices on our premises. Designated staff and volunteers are available to guide people with disabilities to various assistive devices SCBC offers.

6. Notice of Temporary Disruption

We will provide notice, as soon as practicable, when there is a planned or unexpected disruption to facilities or services usually used by people with disabilities.

The notice is posted in conspicuous places where people with disabilities can access the information as soon as the service is not available. The notice provides the reason for the disruption, estimated length of disruption and a description of alternative facilities or services, if any, that are available. The notice is posted well in advance for planned disruptions such as maintenance.

7. Training

Periodically we provide training to staff and volunteers on applicable accessibility requirements. Training content and delivery methods will be tailored to suit the duties of employees, volunteers, and other people who interact with people with disabilities on behalf of SCBC.

At a minimum, training will be offered to individuals belonging to these groups:

- All employees
- Board of Directors
- Lead volunteers in usher and greeter teams

We will review list of positions requiring training periodically. Records of training completion are kept on file in the church office. New staff should complete training within three month of employment start date.

8. Employment

SCBC will inform the public and staff, when requested, how we accommodate disabilities during recruitment and hiring processes. If needed, we will provide customized workplace emergency information to employees with disabilities. We will also take into account the accessibility needs of employees with disabilities during our performance management, career development, as well as redeployment processes.

8. Feedback Process

Existing feedback process, such as suggestion box at welcome desk, allows people with disabilities to provide feedback on SCBC's accessibility practices. Any feedback or complaint can also be directed the Church Office Manager:

Scarborough Chinese Baptist Church
3223 Kennedy Road
Scarborough, ON
M1V 4Y1
Email: info@scbc.com
Phone: (416) 297-8011
Fax: (416) 297-7634

SCBC will strive to respond within 10 business days upon receipt of feedback or complaint.

9. Modifications to this or other Policies

Any policy of SCBC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. Questions about this Policy

This policy seeks to achieve service excellence to participants with disabilities. Any questions pertaining to this policy, and other documentation supporting AODA compliance can be directed to the Church Office via phone, mail, email or in person.