

ACCESSIBLE ATTENDEE & GUEST SERVICE PLAN

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Calvary Baptist Church is committed to excellence in serving all guests including people with disabilities.

ASSISTIVE DEVICES

We will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by guests 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. Amenity fees and program fees may be charged for support persons at special ticketed events.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for guests with disabilities, Calvary Baptist Church will notify members and guests 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. Notices will be placed throughout the facility and on the Calvary Baptist Church web site.

TRAINING FOR STAFF

Calvary Baptist Church will provide training to employees, volunteers and others who deal with the public. This training will be offered to staff as required. Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the attendee or guest's service standard

Calvary's accessible attendee and guests 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 Calvary's programs and services. Staff will also be trained when changes are made to our accessible attendee or guests service plan.

FEEDBACK PROCESS

Guests who wish to provide feedback on the way Calvary Baptist Church provides access to our programs and services to people with disabilities can contact the church office by telephone at 905-433-2960, or email staff@calvary.on.ca. All feedback will be directed to the Director of Resource Teams, and guests can expect to hear back within 10 business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

MODIFICATIONS TO THIS OR OTHER POLICIES

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

Board Approved: June 28, 2012