

Accessibility Policies

Customer Service Regulation (CSR) and Integrated Accessibility Standards Regulation (IASR)

CSR Policy statement

Hope Bible Church (HBC) is committed to improving accessibility for persons with disabilities to afford equal opportunities and provision of integrated programs and services where possible, in a manner that respects dignity and independence.

Purpose

This policy is intended to address the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and related Customer Service Standard introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of services. The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals and other accessible means.

Procedure

HBC shall accommodate persons that require the use of assistive devices, a service animal and/or a support person to access goods, services and facilities in accordance with applicable legislation, policies and procedures.

- **Training**

- HBC shall provide training to all staff and volunteers. Training shall include:
 1. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Customer Service Standard, Ontario Regulation 429/07
 2. How to interact and communicate with people with various types of disabilities
 3. How to interact with people with disabilities who use an assistive device, require assistance, or have a support person.
- Training shall be provided on an as-needed basis. Training shall be provided in a timely manner to ensure compliance with legislation.

- **Assistive Devices**

- HBC will accommodate the use of assistive devices by individuals when accessing services. Advanced notice of this request will ensure timely availability of assistive devices.

- **Service Animals**

HBC will accommodate the accompaniment of service animals in areas that are open to the public unless prohibited by law. If a service animal is not easily identified, documentation may be requested confirming the animal is required for reasons relating to their disability. The owner is responsible for the cleanliness of, and any damages caused by the animal.

- **Support Persons**

HBC will accommodate the need for a support person to support and assist an individual with a disability when accessing services.

- **Service Disruption Notification**

HBC shall provide notice of any anticipated disruption of service. A notice will be posted at the point of service where the disruption has occurred. The notice will contain:

- Anticipated length of time of the disruption
- Description of the issue causing the disruption
- Alternatives and/or offer to assist in any way possible

- **IASR Policy Statement: Job Applicants & Employees**

HBC will:

- notify job applicants that accommodations for disabilities will be provided, on request
- notify job applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations for disabilities are available, on request
- notify successful applicants of the policies for accommodating employees with disabilities when offering employment
- inform new and existing employees of the policies for supporting employees with disabilities
- consult employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively
- develop an individual accommodation plan for employees with disabilities of which we have been made aware
- have in place a documented process for supporting employees for a return to work after being away for reasons related to their disabilities
- take into account the accessibility needs of employees with disabilities through the performance management process
- take into account the accessibility needs of their employees who have disabilities when providing career development and advancement opportunities and through the redeployment process if applicable

- **Feedback**

Feedback about this policy or procedure shall be received in any form - in person, in writing, by email (info@hopeoakville.ca) and shall be reviewed by the appropriate member of our team.



Greg McFarlane
Executive Pastor