

## ADMINISTRATION

### Accessibility Policy

**Approval Date:** November 23, 2016

**Approved By:** Pastoral Executive Team, Met Ministry Board

**Supercedes:** May 28, 2013

**Next Review Date:** November 1, 2019

**Scope:**

Policy applies to all Metropolitan Bible Church (The Met) employees, Board members, contractors and volunteers.

**Purpose:**

To ensure that The Met meets the needs of people with disabilities in a timely manner, by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA), specifically the Customer Service Standard and the Integrated Standards including Information and Communication and Employment.

The AODA was passed by the Ontario legislature in 2005, with the goal of creating a fully accessible Ontario by 2025.

**Policy Statement of Commitment:**

The Met, in compliance with both the Ontario Human Rights Code and the AODA (Accessibility for Ontarians with Disabilities Act), is committed to ensure that persons with disabilities:

- have an equal opportunity to access The Met's goods and services, including employment opportunities;
- are provided service in a manner that respects their dignity and independence; and
- are offered alternative measures, where necessary, so they may obtain and use goods and services.

**Responsibilities:**

The **Executive Director of Operations** will review the policy triennially at minimum, and will be revised in light of any legislative or organizational changes. The interpretation and application of this policy is a responsibility of the **Pastoral Executive Team**.

The **Office Manager, Accessibility Officer**, will coordinate accessibility training and training materials for all relevant staff and volunteers. The Officer will ensure that assistive devices provided by the place of worship are in good working order and that requests for assistive devices are met, as per approval from the Pastoral Executive Team. The Officer will be responsible for reviewing feedback on accessibility and responding to any complaints or concerns.

## Procedures:

### 1. Providing, goods, services or facilities to people with disabilities

#### 1.1. Information and Communication Standard

The Met will meet the information and communication needs of people with disabilities by providing, upon request, materials in ways that take into account their disability.

#### 1.2. Telephone Services

The Met will train office staff and volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with participants in person, by email or letter, if telephone communication is not suitable to their communication needs, or is not available.

#### 1.3. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. The Met will familiarize volunteers and staff with the various assistive devices that may be used by people with disabilities as well as assistive devices we have on site including: wheelchairs (available in First Aid Room) and elevator to access second floor. Upon a participant's request, we will make every effort to provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Board/Leadership.

### 2. Use of Service Animals and Support Persons

The Met welcomes people with disabilities who are accompanied by a service animal and/or support person. Service animals are allowed on the parts of our premises that are open to the public. We will ensure that all staff, volunteers, and others dealing with participants are trained on how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter The Metropolitan Bible Church's premises with his or her support person. Fees will not be charged for support persons accompanying a participant to any event where The Met charges a fee.

### 3. Training

The Met will provide training on Accessible Customer Service as required by the Standard to all staff members, volunteers, and contractors who provide services on behalf of The MET, and those who are involved in the development and approval of service policies, practices and procedures. Training on the Employment Standard will be provided to all paid employees. Training will be provided within the first 2 weeks of being hired or commencing to volunteer, and will be retrained in the event that changes are made to the policy. Training resources will be the Access Forward training modules for the Customer Service Standard and Employment Standard, developed by the AODA in partnership with the Government of Ontario.

Knowledge Tests for Customer Service Standard Training (Appendix A) and Employment Standard Training (Appendix B) will be completed by trainees as proof of training.

#### 4. Feedback Process

Comments on how our service delivery meets the expectations of participants and employees with disabilities are welcome and appreciated. Feedback can be provided in person, by telephone,, in writing, or by email. If a method is not suitable, participants may request another method.

All feedback should be directed to the Office Manager, Accessibility Officer who can be reached at:

2167 Prince of Wales Drive, Ottawa Ontario K2E 0A1  
613-238-8182 (ext 221) [info@metbiblechurch.ca](mailto:info@metbiblechurch.ca)

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve The MET's services. In most cases, an acknowledgement will be provided within 48 hours, and a formal response will be provided within 7 working days. Feedback and/or responses will be delivered in a format that is accessible to the complainant.

#### 5. Notice of Temporary Disruptions

The Metropolitan Bible Church will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants by means of publication in our bulletin, notice on our website and where applicable, signages near the main entry.

#### 6. Employment Standard

The Met is committed to fair and accessible employment practices. Accommodations will be made for applicants with disabilities during the recruitment and assessment processes and when successful applicants are hired.

Our performance management and career development will take into account the accessibility needs of all employees including needs of employees returning to work with disabilities and their individual accommodation plans.

If an employee discloses that he/she may need help in an emergency situation, an individualized Workplace Emergency Response Plan will be prepared in consultation with the employee.

#### 7. Modifications to this or other policies

Policies of The Met that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.