



## **Accessibility Compliance Policy**

### **GENERAL PRINCIPLES**

Creekside will use reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. People with disabilities will benefit from the same services, in the same place, and in the same or similar way as other customers or clients, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.
3. Customers and clients with disabilities will not have to accept lesser quality or more inconvenience in the goods and services that we provide.

### **COMMUNICATION**

Creekside will consider a person's disability when providing, sending, receiving, and understanding information. We will strive to communicate in a respectful and effective manner. Depending on the person's needs, we will make our communication more accessible by:

- adjusting the original communication;
- changing the usual method of communication;
- using assistive devices.

### **PERSONAL ASSISTIVE DEVICES AND OTHER ASSISTIVE MEASURES**

Creekside permits the use of personal assistive devices and other assistive measures when accessing our services or participating in our programs. Such devices include, but are not limited to:

- wheelchairs;
- walkers;
- oxygen tanks;
- magnification devices.

Creekside will respect the dignity of people who use assistive devices by not touching such equipment without permission.

## **SERVICE ANIMALS AND SUPPORT PERSONS**

Creekside welcomes animals and support persons accompanying people with disabilities in all areas of our premises that are open to the public or third parties with the exception of our kitchen where animals are not permitted for health and safety reasons.

Support persons accompanying people with disabilities will not be charged an admission fee to attend our events or other programs; however, they will be charged the usual meal fee should they choose to dine at the event. We will ensure that information for support persons is provided in advance of all programs wherever possible.

## **DISRUPTIONS IN SERVICE**

Creekside will provide a notification of disruption for any location, technology, or method that a person with a disability must use in order for our goods or services to be accessible to them. This includes, but is not limited to, disruptions for online services and washroom facilities.

We will provide notice of all disruptions, including those that we did not expect. If we know ahead of time that a disruption will occur, we will provide notice a reasonable time in advance. When a disruption occurs unexpectedly, we will provide notice as soon as possible. This clearly posted notice will include:

- the reason for the disruption;
- the anticipated length of time of the disruption;
- a description of alternative facilities or services, if available.

Depending on the circumstances, the notice will be mailed to members, posted on our website, and/or placed at the entrance to the location or service that is inaccessible.

## **FEEDBACK PROCESS**

Customers and clients who wish to provide feedback on Creekside's accessible customer service can contact Creekside by e-mail [office@creeksidechurch.ca](mailto:office@creeksidechurch.ca), or phone at 519-725-0265.

Responses can be expected within 14 days. Complaints will be addressed according to our organization's regular complaint management procedures.

## **STAFF TRAINING**

Creekside will provide training to employees, volunteers, and others who deal with the public.

Training will include as appropriate:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- guidance for interacting, communicating, and assisting people with disabilities who are having difficulty accessing goods and services will be provided for all areas.

Staff will also be trained when changes are made to this plan.

## **MODIFICATION TO THIS OR OTHER POLICIES**

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