

ClearView Christian Reformed Church

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Standards Policy

1. Our Theological Position

- a. ClearView Church values people with disabilities as created in the image of God, as partners to the covenant, and as co-labourers in the kingdom of God.
- b. ClearView Church considers all people — with disabilities and without — to have gifts from the Holy Spirit, and we encourage everyone to enrich congregational life by practicing their faith and using their gifts in ministries of discipleship, leadership, and mission.
- c. ClearView Church endeavours to integrate people with disabilities into all ministries and activities of the Church. This includes worship, education, small groups, outreach, activities, etc.
- d. ClearView Church seeks to name, understand, and attend to the special spiritual, physical, and psychological needs of those of us affected by disabilities, including caregivers, and will offer training to respond appropriately to disability issues and to raise awareness in the Church.
- e. ClearView Church seeks to remove all barriers to participation with ample discussion by all parties concerned in order to accomplish this goal in an open and reasonable way.

2. Our commitment

In fulfilling our purposes and theological position, ClearView Church strives at all times to provide its programs, ministries, goods and services in a way that respects the dignity and independence of people with disabilities. ClearView Church is also committed to giving people with disabilities the same opportunity to access its programs, ministries, goods and services and allowing them to benefit from the same services, in the same place and in a similar way as to people without disabilities.

3. Application of policy

This policy shall apply to every person who deals with members of the public or other third parties on behalf of ClearView Church, whether the person does so as an employee, volunteer, agent or otherwise (collectively referred to as “staff”).

4. Providing programs, ministries, goods and service to people with disabilities

ClearView Church is committed to excellence in serving all customers, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

a. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

b. Telephone services

We are committed to providing fully accessible telephone service, and we will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate by email if telephone communication is not suitable to an individual’s communication needs or is not available.

ClearView Christian Reformed Church

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Standards Policy

c. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our programs, ministries, goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by participants with disabilities while accessing our programs, ministries, goods or services.

5. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Church's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

6. Notice of temporary disruption

ClearView Church will provide 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 placed at all public entrances and service counters on our premises.

7. Training

ClearView Church will provide training to all staff and volunteers in a timely manner to ensure compliance with legislation.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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 the Church's programs, ministries, goods and services and/or the Church's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way programs, ministries, goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

ClearView Christian Reformed Church

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Standards Policy

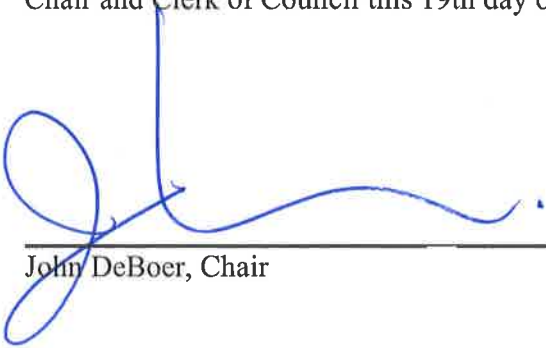
8. Modifications to this policy

ClearView Church is committed to developing policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of ClearView Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Feedback / Questions about this policy

This policy exists to achieve service excellence to individuals with disabilities. If anyone has feedback, or a question about the policy, please contact the office in person, in writing, or via email at mail@clearviewchurch.com and the concern will be referred to the appropriate individual(s) so that it can be addressed.

Adopted by the Council of ClearView Christian Reformed Church as attested to by the signatures of the Chair and Clerk of Council this 19th day of January 2016.



John DeBoer, Chair



Moira Oosterhuis, Clerk