



# *City View United Church*

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Ministers: Rev. Trisha Elliott

Rev. Dr. Christine Johnson

## **ACCESSIBILITY STANDARDS POLICY STATEMENT**

### 1. Our Mission

To be a welcoming and inclusive Christian community, growing spiritually and caring for those in need.

### 2. Our Commitment

City View United Church is committed to excellence in serving all participants, including people with disabilities.

### 3. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will provide publications in formats that are accessible for people with disabilities (subject to approval by Council). We will train relevant staff and volunteers on how to interact and communicate with people with various types of disabilities.

#### 3.1 Telephone Services

We will attempt to provide accessible telephone services to our participants. We will train relevant 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 by email if telephone communication is not suitable to their needs, or is not available.

#### 3.2 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to participate and benefit from our programs, goods and services. We will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs, goods and services.

We will train our sound operators on how to use any assistive devices available on our premises. Upon a participant's request, we will make every effort to provide the required assistive device and or service and to cover relevant financial expenses, upon approval from the Council.

At present the following assistive devices are available on our premises:

- large print bulletins
- large print hymnals
- accessible entrance doors at Canter Boulevard and at Epworth Ave.
- wheelchair accessible ramps at both Canter Blvd and at Epworth Ave
- FM audio sound system
- elevator between 3 levels
- platform lift between 2 lower levels

#### 4. Accessibility Committee

City View United Church is considering having an Accessibility Committee that will function as a sub-committee of the Church Council. This sub-committee will oversee all issues relating to accessibility with direct accountability to the Council. This committee will be comprised of people with a passion for people, including congregants with disabilities or family members, members of Council, and members of our church staff.

The Accessibility Committee will establish policies on providing accessible programs, goods and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

The Accessibility Committee will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies. The committee will coordinate accessibility training and training materials for relevant staff and volunteers. The Committee will ensure that assistive devices are operational at all times, as per direction of the Council. The Committee will be responsible for developing feedback on accessibility and responding to any complaints or concerns.

Until such time as Council formally establishes this Committee, the Ministry and Personnel Committee will take the lead in this area.

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

We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties. We will ensure that relevant staff, volunteers and others dealing with participants are trained on how to interact with people who are accompanied by a service animal. We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter City View United Church premises with his or her support person. Admission or other fees may be waived for support persons accompanying a participant to any service or program organized or sponsored by City View United Church.

## 6. Notice of Temporary Disruption

City View United 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, the anticipated duration, and a description of alternative facilities or services, if available. This notice will be delivered through the use of the weekly church bulletin, email, telephone answering machine message, a telephone call from an appropriate person, a notice placed on our website or any other means of communication. The Office Administrator will be the focal point for communicating temporary disruptions.

## 7. Training for Staff and Volunteers

The Accessibility Committee will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

The Ministry and Personnel Committee will perform these duties with respect to relevant staff.

The Mission and Outreach Committee will perform these duties with respect to volunteers supporting TELCI members.

The Worship Committee will perform these duties with respect to ushers, greeters, lift operators, and audio operators.

## 8. Feedback Process

The ultimate goal of City View United Church is to meet and surpass expectations while serving participants with disabilities. Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way we provide programs, goods and services to people with disabilities can be made verbally to our ushers, staff and volunteers, email, telephone or by using a feedback form found in the Narthex of our Sanctuary. A sample feedback form is included in Appendix A. All feedback will be directed to our Accessibility Committee, and participants can expect some reply back in a maximum of 30 days. All those providing feedback will have their confidentiality respected.

9. Modification to This or Other Policies

City View United Church is committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities. No changes, therefore, will be made to this policy before considering the impact on people with disabilities and their families. Any policy of City View United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. Questions About This Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about this policy, or its purpose, an explanation or reply will be provided by the Chair of the Accessibility Committee.

Signed:   
Chair of Council

Date: June 15, 2016

  
Council Secretary

Date: 15 Jun 16

Appendix A

**Participant Feedback Form**  
(Sample)

Thank you for attending City View United Church. We value all people and strive to meet everyone's needs.

1. Please tell us the date and time you attended City View United Church.

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2. Did we respond to your needs today? (circle one) Yes          No

3. Were our programs and services accessible to you? (circle one)

Yes          Somewhat (please explain below)          No (please explain below)

4. Were our programs or services provided in an accessible manner? (circle one)

Yes          Somewhat (please explain below)          No (please explain below)

5. Please add any other comments you may have:

Thank you

Accessibility Committee