

ACCESSIBLE CUSTOMER SERVICE POLICY

Introduction

Bethel Bible Chapel is dedicated to offering accessible service in line with the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005. We aim to make our services, and facilities easily accessible to the public.

Our Commitment

We strive to provide equal access and participation for individuals with disabilities, upholding their dignity and independence. Our commitment is to integrate and fulfill the needs of people with disabilities in a timely manner, through the removal and prevention of barriers to accessibility and in compliance with Ontario's accessibility laws. The Deacon Board leads these efforts at Bethel Bible Chapel.

Best Practices

To ensure dignity, independence, integration, and equal opportunity, the following guidelines are embraced:

- Allowing patrons with disabilities to do things in their own ways and at their own pace when accessing services and facilities - if this does not present a health and safety risk.
- Alternative methods of access are employed to guarantee similar access to our services when necessary.
- We consider each person's individual needs when serving them.
- Communication is tailored to fit the needs of our patrons' disabilities.

To aid in this, a copy of this policy will be provided in an accessible format upon request, available through our Deacon Board, Elders, or administrative staff. Assistive devices necessary for service access can be used by individuals with disabilities. If health and safety concerns arise from the use of an assistive device or if accessibility is obstructed, please notify the Deacon Board so that additional reasonable measures can be arranged.

Guide Dogs and Service Animals

Patrons with disabilities who use guide dogs or other service animals are welcomed on all public access premises, with control maintained over the animal unless it is legally excluded. Staff may confirm the status of the animal when its purpose isn't apparent, without inquiring into the nature of the disability.

Support Persons

Accompanying support persons can enter premises alongside patrons with disabilities without hindrance unless specific confidential matters need to be discussed, in which case patron consent is necessary. If required for safety, the support person's presence may be a necessity, as determined by a consultation between the Deacon Board and the person with a disability.

Temporary Disruptions

Bethel Bible Chapel makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that patrons with disabilities rely on. In some circumstances, notice may not be possible. We take care to post notices in visible areas and inform patrons verbally upon their arrival. We strive to provide pertinent details regarding the nature of the disruption, including the services affected, the cause, estimated duration, and any alternative options available. Additionally, administrative staff are informed of this information as soon as reasonably possible in the event of a disruption so that they can inform patrons and respond to inquiries.

Training

Comprehensive training on factors like interacting with and supporting people with various disabilities, using helpful devices, and responding to service difficulties are available to employees, volunteers, and others in addition to this policy.

Patron Feedback

Bethel Bible Chapel has established a feedback process to provide the public with the opportunity to provide feedback on how services and facilities are provided to patrons with disabilities. Feedback may be shared verbally by telephone at 1-705-254-2191 or in writing via e-mail at info@bethelbiblechapel.com.

The Deacon Board addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues. Patrons who wish to submit feedback by another method not described above should be directed to the Deacon Board.

Definitions

Guide dog:

- A dog trained as a guide for a blind person that has completed a training program at a designated training facility set out in the Guide Dogs Regulation.

Service animal (an animal is a service animal for a person with a disability if):

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, because of visual indicators, such as the vest or harness worn by the animal; or
- The person provides documentation from a designated regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Support person:

- In relation to a person with a disability, another person who accompanies them to help with communication, mobility, personal care, medical needs, or access to services and facilities.