

**Powassan Wesleyan Church
Policies and Procedures
Accessibility**

Mission Statement:

The Powassan Wesleyan Church exists to transform lives by training disciples to touch the community and take Christ to the world.

April 2018

Policies

Statement of Organizational Commitment

Powassan Wesleyan Church is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Training

The Powassan Wesleyan Church is committed to training employees and volunteers in Ontario's accessibility laws and aspects of the Ontario Human rights Code that relate to persons with disabilities.

We will train our employees on accessibility as it relates to their specific roles.

Information and Communications

The Powassan Wesleyan Church will communicate with people with disabilities in ways that take into consideration their disability. When asked we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Personal Assistive Devices and Other Assistive Measures

The Powassan Wesleyan Church 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
- Hearing Assisted devices

Service animals and Support Persons

The Powassan Wesleyan Church welcomes service animals and support persons accompanying people with disabilities in all areas of the premises that are open to the public, with the exception of any area where animals are not permitted for health and safety reasons.

Disruptions in Service

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

- The reason for the disruption
- The anticipated length of the disruption
- A description of alternative facilities or services, if available

Depending on the circumstances, the notice will either be posted on our website, and/or placed at the entrance to the location or service.

Feedback

Those who wish to provide feedback regarding the Powassan Wesleyan Church's accessible customer service will be provided with contact options as identified in the procedures.

Employment

The Powassan Wesleyan Church will advise employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify employees that supports will be made available, if possible, for those with disabilities.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Emergency and Public Safety Information

Whenever possible, emergency and public safety information will be made accessible to members of the public upon request.

Design of Public Spaces

The Powassan Wesleyan Church will meet accessibility laws when building or making major changes to public spaces.

Procedures will be put in place to prevent service disruptions to the accessible parts of our public spaces during changes made to the building.

Changes to Existing Policies

The Powassan Wesleyan Church will review existing policies on a regular basis to ensure that they respect and promote dignity and independence of people with disabilities.

Procedures

Train Employees and Volunteers

The Senior Pastor at the Powassan Wesleyan Church will complete training on accessibility as follows:

He/She will review the following modules:

- Customer Service Standards - 30 – 40 minutes (www.accessforward.ca)
- Working together: the code and the AODA - 20 minutes (www.ohrc.on.ca)
- General requirements - 12 minutes (www.accessforward.ca)
- Information and Communication Standard - 17 minutes (www.accessforward.ca)
- Employment Standard - 12 minutes (www.accessforward.ca)

The Local Board of Administration and Volunteers at the Powassan Wesleyan Church shall complete the free online module called :

- Customer Service Standards - 30 – 40 minutes (www.accessforward.ca)

OR

Read the printable version of the Customer Service Standard.

Upon completion of the training each employee, board member and volunteer shall sign a form advising that they have taken the training and understand the content.

A review will be done every two years including review of the access policy.

Providing Feedback

The Powassan Wesleyan Church will provide ways for people with disabilities to comment on their provision of accessible services in the following manner:

- Telephone Contact – 705-724-3818
- Email Address – pastordave001@gmail.com
- Website Address – www.powassanwesleyan.ca

Any feedback received will be reviewed by the Senior Pastor and acted upon. The Senior Pastor will have the option to review the feedback with the Local Board of Administration as necessary.

Accessible Emergency Information

Whenever possible, emergency and public safety information will be made accessible to members of the public upon request. Emergency and public safety information include the following:

- Emergency Plans and procedures
- Maps, warning signs and evacuation routes
- Information about alarms or other emergency alerts.

If it is determined that a volunteer does require assistance, an employee or volunteer will work with them to create an individualized emergency response plan.

Updating the Organization's Basic Information

Should the contact information at the Powassan Wesleyan Church be changed, updates will be made to the website and all policies as required.

Making Employment Practices Accessible

The Powassan Wesleyan Church will provide workplace information in an accessible format if an employee asks for it. This includes:

- Any information needed to do their job (i.e. job descriptions, manuals etc.)
- General information that is available to all employees at work (i.e. policies, health and safety information etc.).

The needs of employees with disabilities must be considered when:

- Conducting performance reviews and as part of the career development processes.
- Promoting or moving them to a new job.

The Powassan Wesleyan Church will notify its employees and the public that it will accommodate the needs of people with disabilities at three different times throughout the hiring process. Consult the enclosed appendix before commencing the hiring process, and ensure that a copy of the document is placed in each recruitment file.

Keeping Abreast of Accessibility Trends

In order to keep up to date on what is happening with accessibility and upcoming timelines the Senior Pastor will periodically review the Accessibility for Ontarians with Disabilities Act (AODA).

Making New or Redeveloped Public Spaces Accessible

Powassan's lead person for any new builds or renovation projects should complete the "Access Forward" design of public spaces module (15 mins) as part of the planning process before the project is completed. Ensure that any contractors engaged to do this work are familiar with the accessibility requirement in Ontario's Building code. (i.e. entrances, ramps, elevators and washrooms.

Consult how to make public spaces accessible before redeveloping or creating new public spaces such as off-street parking or service counters and waiting areas.

Appendix #1

Accessibility Hiring Checklist

To be reviewed prior to commencing Powassan Wesleyan Church's hiring process, and placed in each recruitment file.

The Powassan Wesleyan church will notify employees and the public that our ministry will accommodate the needs of people with disabilities in our hiring process. Specifically this must be done three different times during the hiring process as follows:

When Posting the Position

Include the following wording on the job posting and/or the church website. "Powassan Wesleyan church welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

During the Hiring Process

Tell job applicants when they are selected for an interview that accommodations (for someone with a disability) will be provided upon request.

When Making an Offer of Employment

Discuss the church's accessibility policy. If a successful candidate requests an accommodation discuss their needs with them and make adjustments to support them.

**Powassan Wesleyan Church
Documentation of understanding of Policies**

1, _____ have read and understood the policy

Signature

Date

Signature

Date

Signature

Date

Signature

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