

Accessibility Policy and Procedure

Policy Statement

Redemption Church Newmarket is committed to improving accessibility for persons with disabilities to afford equal opportunities and provision of integrated programs and services where possible, in a manner that respects dignity and independence.

Purpose

This policy is intended to address the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and related Customer Service Standard introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of services. The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals and other accessible means.

Procedure

- Assistive Devices, Service Animals, Support Persons, Training, Feedback Redemption Church Newmarket shall accommodate persons that require the use of assistive devices, a service animal and/or a support person to access goods and services in accordance with applicable legislation, policies and procedures.
- Training
 - Redemption Church Newmarket shall provide training to all staff and volunteers who interact with the public. Training shall be proportional to the level of public contact and shall include:
 1. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard, Ontario Regulation 429/07.
 2. How to interact and communicate with people with various types of disabilities.
 3. How to interact with people with disabilities who use an assistive device, require assistance, or have a support person.
 - Training shall be provided on an as-needed basis. Training shall be provided in a timely manner to ensure compliance with legislation.

- **Assistive Devices**
 - Redemption Church Newmarket will accommodate the use of assistive devices by individuals when accessing services, unless otherwise prohibited due to health and safety or privacy issues.
 - Redemption Church Newmarket is willing to consider implementation of accessibility technologies after considering an individual's needs, cost and timing. Contact info@redemptionnewmarket.ca to discuss further.

- **Service Animals**
 - Redemption Church Newmarket will accommodate the accompaniment of qualified service animals in areas that are open to the public, unless prohibited by law.

- **Support Persons**
 - Redemption Church Newmarket will accommodate the need for a person to support and assist an individual with a disability when accessing services.

- **Service Distribution Notification**
 - Redemption Church Newmarket shall provide notice of any anticipated disruption of service. In the event of an unexpected disruption, notice shall be provided by such method as is reasonable under the circumstance.

- **Feedback**
 - Feedback about this policy or procedure shall be received in any form – in person, in writing, by email (info@redemptionnewmarket.ca) - and shall be reviewed by the appropriate member of our team.