

# **Springvale Baptist Church**

## **Accessibility Customer Service Policy**

March 2016

### **Our Commitment**

Springvale strives to provide our services in a manner that is accessible to all. We respect the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and providing the benefit of the same service, in the same place and in a similar way to all people in Ontario. The following policy is put into practice in accordance of the standards and rules as set out in the:

Accessibility Standards for Customer Service (Ontario Regulation 429/07)

### **Information and Communication**

When communicating or providing information or services to a person with a disability, we will do so in a manner that takes the person's disability into account.

### **Accessible Formats and Communications Supports**

If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs — at no additional cost to them.

If we are not able to meet the person's particular requirement in a reasonable timeframe, we will inform them and will work with them to determine an alternate method or will provide a summary of the information.

### **Feedback Process**

We welcome feedback in regards to how well we serve our members, attendees and guests with disabilities. Feedback forms are available upon request.

Feedback may be provided to the Managing Director of Operations by:

- in person
- Telephone: (905) 887-5651
- In Writing: Springvale Church  
Attn: Managing Director of Operations  
3885 Stouffville Road  
Stouffville, ON L4A 3X1
- Email: [lillian@springvale.org](mailto:lillian@springvale.org)

Individuals who provide feedback can expect to hear back within 10 business days.

### **Temporary Service Disruption**

In the event of a planned or unplanned disruption in the facility or services that impacts people with disabilities, we will provide notice in a method that may be reasonable under the circumstances.

### **Assistive Devices**

People with disabilities may use their own personal assistive devices to access our services unless otherwise prohibited due to privacy, health or safety concerns. Springvale is willing to look at providing

assistive technology and will work with individuals to determine what is possible and reasonable based upon needs and cost. For inquiries contact: [info@springvale.org](mailto:info@springvale.org)

### **Service Animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the part of our premises that are open to the public.

### **Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a support person on the part of our premises that are open to the public. Springvale may require for support person to accompany a person with a disability but only when necessary to protect the health and safety of the person with a disability or the health and safety of others on the premise.

### **Admission Fees**

Where admission fees are charged for a program or event, support persons will not be charged.

### **Modifications to this or other policies**

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **Policy Manager**

The Managing Director of Operations is responsible for the implementation and administration of the above policy. If you have any questions about the policy or if the purpose is not understood, please direct inquiries to [info@springvale.org](mailto:info@springvale.org).