

# **Springvale Baptist Church**

## **Accessibility Policy**

March 2016

### **Our Commitment**

Springvale is committed to improving accessibility. We will put the following policy into practice as required by the Accessibility for Ontarians with Disabilities Act, 2005.

### **General**

Springvale is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

### **Information and Communications**

Springvale is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

Springvale will consult with people with disabilities to determine their information and communication needs.

### **Employment**

Springvale will;

1. Make accommodations available upon request for candidates taking part in all aspects of the selection process.
2. During the hiring process tell applicants when they are selected for an interview that accommodation will be provided.
3. A successful applicant will be informed of our policies and supports we provide to employees with disabilities.
4. If an applicant or successful candidate requests an accommodation, we will discuss their needs with them and make adjustments to support them.
5. If needed, we will provide customized workplace emergency information to employees who have a disability.

### **Design of Public Spaces**

Springvale will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

### **Training**

Springvale is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Training will include the following;

1. The purpose of the AODA, 2005 and the requirements of the customer service standard.
2. How to interact with people with various types of disabilities.

3. How to interact with people who use an assistive device or require the assistance of a service animal or a support person.
4. What to do if a person with a disability is having difficulty in accessing Springvale's services.
5. Springvale's policies, practices and procedures relating to the customer service standard.

**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 Operations Manager 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 the Operations Manager.