

Policy Title: Accessibility Customer Service
Policy Number: 29
Policy Author: Policy Team

Approval Date: March 22, 2016
Effective Date: March 22, 2016
Last Review/Revision Date: May 15, 2018

Purpose of this Policy:

To define how we will meet the customer service needs of those with disabilities at Springvale

Policy Statements:

1. 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. This 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)
2. 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.
3. 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.
4. We welcome feedback in regards to how well we serve our members, attendees and guests with disabilities. Feedback forms are available upon request. Individuals who provide feedback can expect to hear back within 10 business days. Feedback may be provided :
 - a. In Person
 - b. Telephone: (905) 887-5651
 - c. In Writing:
Springvale Church
3885 Stouffville Road
Stouffville, ON L4A 3X1
 - d. Email: info@springvale.org
5. 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.

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6. 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 inquires contact: info@springvale.org
7. 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.
8. We are committed to welcoming people on with disabilities who are accompanied by a support person on the part of our premises that are open to the public. Springvale may require a support person to accompany a person with a disability when this is deemed necessary to protect the health and safety of the person with the disability, or the health and safety of others on the premises.
9. Where admission fees are charged for a program or event, support persons will not be charged.
10. Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.
11. Questions and inquiries regarding this policy should be forwarded to the Managing Director of Operations

Definitions:

- None

Related Documents:

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