

Redeemer Lutheran Church Accessibility Standards

Accessibility for Ontarians with Disabilities Act (AODA)

1. Purpose.

The purpose of this document is to fulfill the requirements set out in Regulation 429/07, namely to establish a policy governing the provision of services to persons with disabilities. It is the intent of Redeemer Lutheran Church ("the Church") to provide services to people of disabilities in a way that is consistent with the principles of dignity, independence, integration and equal opportunity.

2. Disability.

The term disability is defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*.

3. Access to Goods and Services.

The Church's policy is to make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all persons with disabilities receive the same value and quality;
- allowing persons with disabilities to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that persons with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing services; and
- communicating in a manner that takes into account a person's disability.

4. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by the Church. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services. For example, where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the person with a disability.

5. Guide Dogs, Service Animals and Service Dogs

A person with a disability who is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. If it is not readily apparent that the animal is being used by the person with a disability for reasons relating to his or her disability, the Church may request verification (e.g. a training certificate) from the person with a disability. If a health and safety concern presents itself for example in the form of a severe allergy to the animal, the Church will make all reasonable efforts to meet the needs of all individuals.

6. Support Persons

Persons with disabilities may be accompanied by a support person when accessing the services of the Church.

7. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Church. In the event of any temporary disruptions to facilities or services that persons with disabilities rely on to access or use the Church services, the Church will make reasonable efforts to provide conspicuous advance notice, both through digital means and physical postings. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

8. Feedback Process

The Church will provide readily available opportunities to provide feedback on the service provided to persons with disabilities. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or in writing (hand written, delivered, website or email), will be available upon request.

Feedback can be submitted to:
The Rev. Carey Meadows-Helmer
1691 Bloor St West
Toronto, Ontario
(416) 766-1424
pastorcarey@redeemerlutheran.ca

Anyone who provides formal feedback will receive acknowledgement of their feedback, along with any actions resulting from their concerns or complaints.

9. Training

The Church will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of policies, practices and procedures. This training will be provided as soon as practicable, after commencement of duties. Training will be on an ongoing basis as changes are made to these policies, practices and procedures. Training records will be kept, including the dates when training is provided and the names of individuals to whom the training was provided.

10. Notice of Availability and Format of Documents

The Church will make documents related to the Accessibility Standards available upon request and in a format that takes into account a person's disabilities. Notification will be given by posting the information in a conspicuous place owned and operated by the Church, the Church website and/or any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

The Rev. Carey Meadows-Helmer
1691 Bloor St West
Toronto, Ontario
(416) 766-1424
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This policy and its related procedures will be reviewed in the event of legislative changes.