

Guest Accessibility Policy – BINSARTH CHRISTIAN ASSEMBLY

First Draft: November 1, 2018

Introduction

Binscarth Christian Assembly is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Binscarth Christian Assembly has reviewed its policies and measures to ensure these reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities. If a barrier cannot be removed, we will seek to provide alternate ways to access our facility.

The following policy statements meet the requirements of the Customer Service Standard under The Accessibility for Manitobans Act. The organizational practices reflect Binscarth Christian Assembly particular services, programs and facilities.

1: COMMUNICATON AND INFORMATION

Policy Statement: *Binscarth Christian Assembly volunteers will communicate with people disabled by barriers in ways that consider the nature of the barrier.*

Organizational Practices:

- Signage or verbal greeting will begin with “How can we help?”
 - If the barrier is unclear, we ask the guest what method of communication works.
 - Paper and pen will be available at the church building. Smartphone devices, like an iPhone, may also be used.
- Volunteers will have patience and find a quieter space if required.
- Signage and documents will use easy-to-read fonts and plain language.
- A sign will indicate, “BCA Accessibility Policy is available in alternate formats, upon request.”

2: ASSISTIVE DEVICES

Policy Statement: *Binscarth Christian Assembly will welcome the use of assistive devices when accessing their facilities.*

Organizational Practices:

- Volunteers will not touch or move assistive devices without the guest’s permission.
- Volunteers are familiar with assistive devices that are provided to guests.
- In cases where the assistive device presents significant and unavoidable health or safety concerns, we will attempt to use other measures to ensure the person with a disability can access our facilities.

3: SUPPORT PERSONS

Policy Statement: *Binscarth Christian Assembly guests may choose to be accompanied by a support person, who may remain with the guest at all times. Where fees are charged for an event, the fees for the support person will be waived.*

Organizational Practices:

- Volunteers will address the guest, unless requested to do otherwise.
- There is no extra charge for support persons when event fees are charged.

4: SERVICE ANIMALS

Policy Statement: *Binscarth Christian Assembly supports the right of a guest to be accompanied in public places by a service animal that has been trained “to provide assistance to a person with a disability that relates to that person's disability” (Human Rights Code, Manitoba).*

Organizational Practices:

- Volunteers will know how to identify a service animal by its harness or vest and by the assistance the animal is providing.
- If volunteers have concerns, volunteers may ask whether the animal has been trained to provide assistance related to a disability. Volunteers will not inquire about the disability.
- Volunteers will treat a service animal as a working animal and not distract it from its job with petting, feeding or playing, unless given permission to do so.
- The handler must maintain control of the animal physically or through voice, signal or other means.
- If the service animal is showing signs of not being controlled, for instance by barking, whining or wandering, the handler will receive a warning to control the animal. If the animal misbehavior continues, the guest may be asked to leave.

5: MAINTAIN BARRIER-FREE ACCESS

Policy Statement: *Binscarth Christian Assembly will strive to maintain barrier-free access to its facility and ensure features that create access (handrails on all stairs; double wide doors for wheelchair, walker and scooter entry).*

Organizational Practices:

- Hallways, waiting and meeting rooms will be clear of clutter, such as boxes.
- Entranceways will be cleared of snow and ice as soon as possible.
- Space will be arranged to allow room for walkers, wheelchairs, and scooters.
- Standing signage will be avoided or placed in a corner where it is not a tripping hazard.
- Seating will accommodate people of varying size and abilities.

6: NOTICE OF TEMPORARY DISRUPTION

Policy Statement: *Binscarth Christian Assembly will promptly post notices and announce any disruptions of a planned or unexpected disruption of the accessibility features that create access for guests disabled by barriers.*

Organizational Practices:

- Accessibility features affected by this policy include inoperable doors and ramps.
 - Volunteers will prepare a notice and announcement that includes the affected accessibility feature, the reason for the disruption, the anticipated length of time, and will identify a contact person. Notice will be given the following ways:
 - posted on website
 - posted on social media
 - posted at entrance
 - announced at services held in church

7: FEEDBACK PROCESS

Policy Statement: *Binscarth Christian Assembly welcomes feedback on guest experience regarding accessibility and any advice from our guests. We will document and track any actions taken to respond to the feedback. This information will be made available upon request and in a format that meets the individual's communication needs.*

Organizational Practices:

- Guests can provide feedback in the following ways:
 - visit one of the church leadership members
 - phone, email or website (www.binscarthchristianassembly.com)
- All feedback will be directed to the church leadership, who will determine what action should occur, if necessary.
- If the feedback involves a request for follow-up, the guest will be notified that the feedback was received and will be reviewed within the week.
- At that time, the guest will be notified what, if any, action will be taken, including a timeline and an explanation.
- The church leadership will ensure actions are documented, including timeline.
- We will communicate the response to the feedback in a manner that meets the communication needs of the guest who is inquiring.

8: TRAINING

Policy Statement: *Binscarth Christian Assembly will provide volunteers with the essential training on accessible customer service as required. New volunteers will also be trained.*

Training will be provided on an on-going basis, including updates to policies. Training includes:

- *Overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), the Customer Service Standard, and organizational policies and practices*
- *How to interact and communicate with people disabled by barriers, including persons who use an assistive device, are accompanied by a support person or are assisted by a service animal*
- *How to use any equipment or assistive devices available on-site*

Organizational Practices:

- Individual training will be followed by a group discussion about potential barriers and how to remove.
- Training will be tracked by church leadership.
- Accessibility training will be repeated annually.
- Guest feedback regarding accessibility will be addressed in regular church leadership meetings.

9: DOCUMENTS AVAILABLE TO PUBLIC

Policy Statement: *Binscarth Christian Assembly will document all policies and organizational practices, including training content and when training is provided. BCA will make these documents available to the public. Binscarth Christian Assembly website will notify the public that these documents are available and may be viewed in a manner that considers any barriers.*

Organizational Practices:

- There is a binder with BCA's Accessibility Policy and training documents at the back of the church.