



Providing Goods and Services to People with Disabilities

Trinity Evangelical Missionary Church is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons

We will notify customers of this through a notice posted on our premises and website.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Trinity Evangelical Missionary Church will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for staff

Trinity Evangelical Missionary Church will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Pastors
- Administration
- Any other positions as deemed necessary by the Board of the Deacons

This training will be provided to staff within 6 months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Trinity Evangelical Missionary Church's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Trinity Evangelical Missionary Church's goods and services.

Staff will also be trained when changes are made to your plan.

Feedback process

Customers who wish to provide feedback on the way Trinity Evangelical Missionary Church provides goods and services to people with disabilities may give feedback verbally to staff, through e-mail, or by phone to the church office.

All feedback will be directed to the Pastors. Customers can expect to hear back in one business week. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Trinity Evangelical Missionary Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.