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Policy on Accessibility For Persons With Disabilities

Intent

The intent of this policy is:

- To establish principles and guidelines governing how Cornerstone Chinese Alliance Church (CCAC) comply with Ontario's accessibility laws and standards.
- To provide guidance to staff.

1. Purpose

CCAC is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

CCAC understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

CCAC is committed to complying with both the *Ontario Human Rights Code* and the AODA.

CCAC is committed to excellence in serving all attendees including people with disabilities.

Our policy are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by attendees with disabilities while accessing our services or facilities.

3. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

4. 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.

5. 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.

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for attendees with disabilities, CCAC will notify attendees 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.

7. Training

CCAC will provide accessible attendee service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides services or facilities to attendees on our behalf.

Staff will be trained on accessible attendee service within one month after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the attendee service standard
- CCAC's policies related to the attendee 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
- how to use the equipment or devices available on-site or otherwise that may help with providing services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our services or facilities

Staff will also be trained when changes are made to this Policy.

8. Feedback Process

CCAC welcomes feedback on how we provide accessible attendee service. Attendee feedback will help us identify barriers and respond to concerns.

Attendees who wish to provide feedback on the way CCAC provides services or facilities to people with disabilities can reach our office by telephone, fax, mail, email or in person.

Attendees can expect to hear back in 2 weeks.

CCAC will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

9. Notice of Availability of Documents

This policy will be posted on our website: ccac.church and hard copy will be made available upon request to our office.

10. Modifications to This or Other Policies

Any policies of CCAC that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.