

**Policy statement**

Knox Church is committed to excellence in serving all – including people with disabilities – in the name of Jesus Christ. Guided by the principles of independence, dignity, integration and equality of opportunity, our prayer is that each person we serve will find the One they seek including through equal access to our ministries and programs, our people, and our facilities.

**Purpose**

This policy is intended to address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Accessibility Standards for Customer Service* Regulation made under AODA. AODA and this regulation are designed to encourage a proactive approach to accessibility for Ontarians with disabilities by ensuring equal opportunities and standards of service.

**Practices and procedures**

Assistive devices

Knox Church will ensure our staff and volunteers are trained and familiar with the various assistive devices we have on site. Knox Church will accommodate the use of assistive devices by individuals accessing our ministries and programs, unless otherwise prohibited due to health and safety or other issues. At this time, hearing assist devices and large print Bibles are available for the 11am service at the Welcome Centre in the Narthex. Large print Bibles are also available at the 5pm service.

Communication

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

Service animals

Knox Church welcomes people with disabilities and their service animals. Service animals are allowed in the parts of our premises that are open to the public, kitchens excluded.

Support persons

Knox Church also welcomes people with disabilities and their 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.

Amenity fees and program fees may be charged for support persons at some events.

Notice of temporary disruption

In the event of a planned or unexpected disruption to ministries or programs for customers with disabilities, Knox Church will notify individuals promptly. Our clearly posted notices will include

information about the reason for the disruption, its anticipated length of time, and a description of alternative arrangements, if any. Notices will be posted on the entrance doors and on the Knox Church website.

### Training

Knox Church will provide training to employees, volunteers, and others who deal with members of the public and other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to our ministries and programs.

Training will be provided on an as-needed basis and timely to ensure compliance with legislation. Training will be proportional to the level of public contact and shall include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Knox 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
- How to use the assistive hearing devices, elevator and other assistive devices onsite that may help with providing ministries and programs to people with disabilities
- What to do if a person with a disability is having difficulty in accessing our ministries and programs

Staff and volunteers will also be trained when changes are made to our plan.

### Feedback process

Individuals who wish to provide feedback on the way Knox Church provides ministries and programs to people with disabilities can contact Wendy Rogalski via email ( [wendy@knoxtoronto.org](mailto:wendy@knoxtoronto.org) ) or any staff member.

### Notice of availability

This Knox Church policy is available on our website ( [www.knoxtoronto.org](http://www.knoxtoronto.org) ) and on request.