

Accessibility Standards for Customer Service

Accessibility for Manitobans Act (AMA)

COMPREHENSIVE POLICY

St Francis Anglican Church / St Francis Mission Centre

Approved by St Francis Vestry – September 12, 2018

Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Manitoba Regulation 171/2015* under the *Accessibility for Manitobans Act*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All services provided by St. Francis Anglican Church and St. Francis Mission Centre (“the Churches”) shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

This policy applies to the provision of services at St. Francis Anglican Church, 253 Burrin Avenue, Winnipeg, MB and St. Francis Mission Centre, 730 McPhillips Street, Winnipeg, MB.

This policy applies to employees and volunteers who deal with the public or other third parties that act on behalf of the Churches, including when the provision of services occurs off premises such as in the delivery of services. This policy also applies to services offered by the Churches.

The section of this policy that addresses the use of service animals applies at 253 Burrin Avenue and 730 McPhillips Street, with the exception of areas where food preparation is occurring.

This policy shall also apply to all persons who participate in the development of policies, practices and procedures governing the provision of services to members of the public or third parties for the Churches.

Definitions

Accessibility – Related to this legislation, accessibility means giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product or environment.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Customer – for the purposes of this policy will mean any individual accessing the Churches for information or services.

Disability – A disability is a condition that limits a person’s daily activities. Persons with disabilities may have long-term physical, mental, intellectual or sensory impairments, which, in interaction with various barriers, may hinder their participation on an equal basis with others. A disability,

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aging, an injury and other life events may temporarily or permanently affect mobility, dexterity (use of hands), vision, hearing, communication, understanding or mental health.

Service Animal - A service animal is defined in The Human Rights Code to be “an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability.” While an animal may not have received formal training, if the person relying on the animal can demonstrate that it is an integral part of their disability related treatment program, the animal may be considered a “service animal.”

Support Person – A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Manitoba Regulation # 171/2015*, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- Communication
- The Use of Assistive Devices
- The Use of Support Persons
- The Use of Service Animals
- Promote Scent-Free Environment
- Maintain Barrier-Free Access
- Notice of Temporary Service Disruptions
- Customer Feedback
- Training

The Provision of Goods and Services to Persons with Disabilities

- The Churches are committed to the Accessibility for Manitobans Act and its accessibility standards.
- The Churches are committed to excellence in serving all people including those with disabilities.
- Our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity for all people with disabilities. Any policies of the Churches that do not respect and promote these principles will be modified or removed.

Communication

The Churches will communicate with people disabled by barriers in ways that take into account the nature of the barrier. This may include the following:

- Easy to read fonts and plain language.

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- Paper and pen available at reception.
- All volunteers and employees will be trained to recognize barriers to communication and work with the customer to determine what method of communication works best for them.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by the Churches.

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, and the assistive device cannot be accommodated in the worship area for receiving Holy Eucharist, then service will be provided directly to the customer.

Support Persons

If a customer with a disability is accompanied by a support person, the Churches will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the Churches will make every reasonable attempt to resolve the issue.

Consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Although in many (most) cases there would be no charge for a support person, if payment is required by a support person for admission to any event hosted by the Churches, the Churches will ensure that notice is given in advance by posting notice of admission fees for support persons where the Churches' fees are posted.

Service Animals

A customer with a disability who is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to service animals.

If a service animal is excluded by law, the Churches will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of a volunteer).

Recognizing a Service Animal:

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If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, the Churches may ask:

- Is the animal assisting you?
- What assistance has the animal been trained to provide related to your disability?

Care and Control of the Animal:

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

Balancing Rights:

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, the Churches will make all reasonable efforts to meet the needs of all individuals. Reasonable assessment of the situation will be required and a decision would be applied in favour of the party who would experience the greater discrimination.

Promote Scent-Free Environment

The Churches will promote a scent-free environment by posting signage that endorses the use of unscented personal care products.

Maintain Barrier-Free Access

The Churches will maintain barrier-free access by:

- Keeping hallways and waiting/meeting rooms clear of clutter such as boxes.
- Keeping entrance ways cleared of snow and ice.
- Ensuring that the placement of standing signage is not a tripping hazard.
- Having space for mobility devices in an area that is acceptable to the customer.

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 Churches. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Churches' services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

- Services that are disrupted or unavailable reason for the disruption
- Anticipated duration
- A description of alternative services or options.

When disruptions occur, the Churches will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Church website.

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- Contacting customers with appointments.
- Verbally notifying customers when they are making a reservation or appointment; or by any other method that may be reasonable under the circumstances.

Feedback Process

The Churches shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the Church website or by contacting the Churches. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback by phone at (204) 334-6753 or by email at stfrancis@mymts.net.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within 7 working days.

Training

Training will be provided to:

- all employees and volunteers who deal with the public or other third parties at the Churches ; and,
- those who are involved in the development and approval of customer service policies, practices and procedures at the Churches.

Training will include:

- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person, including handling of admission fees for a support person.
- Instructions on how to use the equipment or devices on-site or otherwise provided, to help people access goods and services or facilities.
- Instructions on what to do if a person with a disability is having difficulty accessing our goods, services, or facilities.
- Volunteers and employees will be informed and/or trained when changes are made to our accessible customer service policies.

Training Schedule:

The Churches provided training to volunteers and employees. Training will be provided to new employees and volunteers who deal with the public or act on our behalf during orientation.

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Additional training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

The Churches are keeping a record of training including the dates training was provided and the number of volunteers and employees who attended the training.

Administration

If you have any questions or concerns about this policy or its related procedures please contact: St. Francis Anglican Church, by phone at (204) 334-6753 or by email at stfrancis@mymts.net. Information on this policy can be found on our website at www.stfranciswinnipeg.com

This policy and its related procedures will be reviewed as required in the event of legislative changes.

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Customer Service Feedback Form

Thank you for visiting:

☐ St. Francis Anglican Church

☐ St. Francis Mission Centre

We value your opinion and will strive to meet everyone's needs.

Please tell us the date of your visit: _____

1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments:

2. Did you experience any problems accessing our services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments:

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____

Thank-you,

[Name] Reverend Wayne McIntosh

[Title] Incumbent, St. Francis Anglican Church