

Erickson Lutheran Church
Accessibility Standards for Customer Service
Accessibility for Manitobans Act (AMA) Policy

Approved by Erickson Lutheran Church Council – November 14th, 2018

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 good themselves.

We are committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service.

This policy applies to all employees, volunteers and management.

Scope

This policy applies to the provision of services at Erickson Lutheran Church, #30 - 3rd Street SW Erickson, Manitoba.

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

This section of this policy that addresses the use of service animals applies at #30 - 3rd Street SW with the exception of areas where food preparation is occurring.

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

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 Erickson Lutheran Church 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, 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 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
- Maintain Barrier – Free Access
- Notice of Temporary Service Disruptions
- Customer Feedback
- Training

The Provision of Goods and Services to Persons with Disabilities

- The Erickson Lutheran Church is committed to the Accessibility for Manitobans Act and its accessibility standards.
- The Erickson Lutheran Church is 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 Erickson Lutheran Church that do not respect and promote these principles will be modified or removed.

Communication

The Erickson Lutheran Church 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
- Paper and pen available at reception
- Reading things out loud
- Offer a chair when longer conversations are needed
- Offer a quieter space
- All staff/volunteers will be trained to recognize barriers to communication and work with the customer to determine what method of communication works best for them.

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Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by Erickson Lutheran Church.

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, if the elevator is not available and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

- We do not touch or move [specifically: customers', service recipients', clients', members' or others'] assistive devices without permission.
- We are trained in how to use the assistive devices that we provide, including but not limited to: mic/speakers, elevator, wheelchairs
- In cases where the assistive device presents significant and unavoidable health or safety concerns, we attempt to use other measures to ensure the person with disabilities can access our goods, services or facilities [specify concerns unique to our organization: e.g., open flame and oxygen tanks cannot be near each other, so we extinguish candles when serving a person with an oxygen tank].

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Support Persons

If a customer with a disability is accompanied by a support person, the Erickson Lutheran Church 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 Erickson Lutheran Church 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 Erickson Lutheran Church, the Erickson Lutheran Church will ensure that notice is given in advance. This will be done by posting notices in the lobby of the building, newsletter, website, social media and/or posters of admission fees for support persons or anyone

attending the function/event. We address the: customer, service recipient, client, member or other, not the support person, unless requested by them to do otherwise.

Service Animals

A customer with a disability who 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. We do not inquire about the disability.

If a service animal is excluded by law, the Erickson Lutheran Church 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 an employee).

Recognizing a Service Animal:

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

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

A service animal is identified by its harness or vest and by the assistance the animal is providing. We treat a service animal as a working animal, do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so.

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 Erickson Lutheran Church will make 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.

Maintain Barrier – Free Access

To ensure barrier-free access to our goods, services or facilities, we maintain our accessibility features so they can be used as intended. The Erickson Lutheran Church will maintain barrier – free access by:

- Keeping hallways and waiting/meeting rooms clear of clutter such as boxes
- Keep entrance ways cleared of snow and ice
- Ensure that the placement of standing signage is not a tripping hazard
- Organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our seating accommodates people of varying sizes and abilities.
- We use both audio and visual cues to inform customers it is their turn to be

served.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within control or knowledge of the Erickson Lutheran Church. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Erickson Lutheran Church 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 (providing service at an alternative location)

When disruptions occur, the Erickson Lutheran Church 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;
- contacting customers with appointment;
- verbally notifying customers when they are making a reservation or appointment; or by any other method that may be reasonable under the circumstances.

- ☐ Our accessibility features affected by this policy include but not limited to hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms, accessible washrooms, elevators, doors, doorbells and ramps.

Feedback Process

The Erickson Lutheran Church shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will readily available to all customers and notice of the process will be made available on the Church website or by contacting the Erickson Lutheran Church. 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 feed back to Office Administration #30-3rd St South Erickson, MB; phone (204)636-2259, by email at admin@ericksonlutheranchurch.ca , or mailing to Erickson Lutheran Church Box 414 Erickson, MB R0J 0P0. All feedback will be directed to the Council whom will determine what action, if any should occur.

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 10 working days.

Training

Training will be provided to:

- all employees and volunteers who deal with the public or other third parties at Erickson Lutheran Church; and
- those who are involved in the development and approval of customer service policies, practices and procedures at Erickson Lutheran Church.
- Record of who has taken training and when will be on file.
- Feedback on the accessibility of our goods and services is addressed in regular staff meetings.

Training will include:

- A review of the background and purpose of the Accessibility for Manitobans Act
- A review of the requirements of the Accessibility Standards for Customer Service, Manitoba Regulation 171/2015
- 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. These include: Elevator to lower level
- Instructions on what to do if a person with a disability is having difficulty accessing our goods, services or facilities.
- Staff/volunteer will be informed and/or trained when changes are made to our accessible customer service policies.

Training Schedule:

The Erickson Lutheran Church provided training to staff/volunteers. Training will be provided to new employees and volunteers who deal with the public or act on our behalf during orientation and within one month of starting. Additional training will be provided in the event of changes to legislation, procedures and/or practices. Review will be completed annually for all employees, volunteers or persons involved with Erickson Lutheran Church.

We will keep a written record of accessibility and training policies [Only applicable to businesses or organizations with 20 or more employees.] Our written documents include a summary of our training material and when training is offered.

☐ We will let the public know that our accessibility and training policies are available in the following ways:

- posted on website, on social media, and/or in newsletters
- posted at our building entrance, office and/or in high traffic areas
- included in posters, brochures, pamphlets and/or advertisements
- through employees, volunteers or management (in person, by phone or through recorded greetings)
- through a public address system or intercom
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- [?] We provide our policies within a reasonable timeframe, at no cost, and in a format that meets the needs of the individual.**

Administration

IF you have any questions or concerns about this policy or its related procedures please contact: The Erickson Lutheran Church, by phone (204)636-2259, by email at **admin@ericksonlutheranchurch.ca**. Information on this policy can be found on our website at **www.ericksonlutheranchurch.ca**.

This policy and its related procedures will be reviewed as required annually by November 30th in the event of legislative changes.

For more information contact:

Disabilities Issues Office (DIO)

630 - 240 Graham Avenue

Winnipeg MB R3C 0J7

Phone: 204-945-7613 (in Winnipeg)

Toll-Free: 1-800-282-8069, Ext. 7613 (outside Winnipeg).

Fax: 204-948-2896

Email:

dio@gov.mb.ca

Visit www.AccessibilityMB.ca to learn more

Subscribe to our newsletter Accessibility News

Join the #AccessibleMB conversation on Twitter and Facebook

This information is available in alternate formats, upon request. Please contact the Disabilities Issues Office by email at DIO@gov.mb.ca or by phone at 204-945-7613 (in Winnipeg) or toll free at 1-800-282-8069, ext.

7613 (outside Winnipeg).

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Acknowledgement and Agreement

I, _____, acknowledge that I have read and understand

the Accessibility Standards for Customer Service Policy of the Erickson Lutheran Church. Further, I

agree to adhere to the Policy and will ensure that employees and volunteers working under Erickson

Lutheran Church direction adhere to these guiding principles. I understand that if I violate this Policy,

I may face corrective action.

Name (Print): _____

Signature: _____

Date: _____

Witness (Print): _____

Signature: _____

Date: _____

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Acknowledgement and Agreement

We, the Erickson Lutheran Church Council, acknowledge that we have read and understand

the Accessibility Standards for Customer Service Policy of the Erickson Lutheran Church. Further, we

agree to adhere to the Policy and will ensure that employees and volunteers working under our

direction adhere to these guiding principles. We understand that if we violate this Policy, we may face

corrective action.

Name (Print)

Name (Signature)

Date

_____	_____

_____	_____

_____	_____

_____	_____

_____	_____

_____	_____

_____	_____

_____	_____

_____	_____

_____	_____

_____	_____

Witness (Print): _____ Signature _____
Date: _____

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Notice of Service Disruptions

Dear: _____

The (insert services that are unavailable) will be out of service for (insert reason for disruption) from (insert appropriate date) until (if known, insert appropriate date).

The following alternative services and options are available:

(List options)

We regret any inconvenience this may cause. If you have questions or concerns, please contact (Name, Title, E-mail, Telephone).

Thank- you for your understanding and patience.

Name: _____

Title: _____

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Customer Service Feedback Form

Thank-you for visiting the Erickson Lutheran Church. 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?

_____ Yes _____ No _____ Somewhat

Comments:

2. Was our customer service provided to you in an accessible manner?

_____ Yes _____ No _____ Somewhat

Comments:

3. Did you experience any problems accessing our services?

_____ Yes _____ No _____ Somewhat

Comments:

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____

Thankyou,
Erickson Lutheran Church Council

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Record of Training

Course Title: Accessibility Standards for Customer Service

[illegible]

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Compliance Checklist

Requirement	Person Responsible	Date Completed
Develop a policy that complies with the Accessibility Standards for Customer Service: Provision of services to person with disabilities <ul style="list-style-type: none">• The use of assistive devices• The use of service animals• The use of support persons• Notice of service disruptions• Customer feedback• Training		
Develop practices and procedures that follow policy guidelines (see above) and that are consistent with the core principles of independence, dignity, integrations and equal opportunity.		
Develop communication plans and strategies that consider customers and take into account individual disabilities.		
Allow customer to use their own personal assistive devices when accessing your services.		
Develop other measures to enable customers to access your services in the event that the assistive device presents a safety concern or where accessibility might be an issue.		

Allow customers with disabilities to be accompanied by a guide dog, service dog and/or service animal unless prohibited by law.		
If an animal is prohibited by law, consider reasonable measures that could be taken to ensure the customer has access to your services.		
Allow customers who are accompanied by a support person to bring that person with them while accessing services.		
If admission fees are charged, provide notice ahead of time on what a support person will be charged.		
Provide notice of service disruptions that include the reason, anticipated duration and alternative options to access services.		
Develop a process for accepting feedback, including how it will be recorded, responded to and handled.		
Make information about your feedback process readily available to customers.		

Train employees, volunteers, agents, contractors and other who deal with the public or act on our behalf on the provisions required by Accessibility Standards for Customer Service:

- Accessibility Standards for Customer Service, Manitoba Regulation 171/2015
- Instructions on how to interact and communicate with customers with various types of disabilities.
- Instructions on how to interact with people with disabilities who: use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person
- Instructions on how to use equipment or devices that are available at your premises or that may help customers with disabilities
- Instructions on what to do if a customer with a disability is having difficulty accessing your services
- Developed policies, procedures and practices surrounding the legislation.

Train those who are involved in the development and approval of customer service policies, practices and procedures on the repaired provisions (see above).		
Document in writing all of your policies, practices and procedures for providing compliant customer service.		
Notify customers that the documents are available upon request.		
When requested, provide documents in a format that takes into consideration the customer's disability.		
Keep a record of training that includes the dates training was provided and the number of employees/ volunteers attended.		