

ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

PROVIDING GOODS AND SERVICES FOR PEOPLE WITH DISABILITIES

Scripture Union Canada is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that all of our staff are trained and familiar with various assistive devices we have on site or that we provide 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 who attend our leagues or camps to assist a person with a disability, however support personnel will not receive a participant package unless it is paid for in addition (i.e. clothing, water bottles, books, etc.)

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, a sign posted on our front door, as well as a notification on the homepage of our website 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.

In the event of a camp or a league being disrupted, services/facilities include: alternate locations for camps or league events.

The notice will be made publicly available at the following locations: on the web page for that particular camp or league, and by emails and phone calls to parents/guardians directly involved.

TRAINING

Scripture Union Canada will provide accessible customer service training to employees and those who deal with the public or 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 the provision of our goods and services.

Individuals in the following positions will be trained:

- Administration
- Field Ministry
- Interns
- Camp staff
- League staff

Staff will be trained on Accessible Customer Service within one month after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- Scripture Union Canada'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 equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
- What to do if a person with a disability is having difficulty in accessing Scripture Union Canada's goods and services
- Staff will also be trained when changes are made to our accessible customer service plan

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Scripture Union Canada provides goods and services to people with disabilities can provide feedback in the following way(s):

- In person or in writing at: Scripture Union Canada, 1885 Clements Road, Unit 226, Pickering, On, L1W 3V4
- Email: info@scriptureunion.ca
- Phone: (905) 427-4947
- Fax: (905) 427-0334

All feedback, including complaints, will be handled in the following manner:

- President will be notified of complaint
- Individual with complaint will be followed up with through their preferred means of communication as is possible to be facilitated by Scripture Union Canada (phone, email, large print letter, or with the help of the individual's support worker or interpreter)

Customers can expect to hear back in 5 business days.

NOTICE OF AVAILABILITY

Scripture Union Canada will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

- In our main administration area with the Policy Manual
- On our website at: www.scriptureunion.ca (located at the bottom of the homepage next to 'Privacy Policy')

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy, practice or procedure of Scripture Union Canada that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is available in an alternate format on request.