



## **Accessible Service Plan: Providing Services to People with Disabilities**

St. Matthews (Kitchener) Lutheran Church is committed to excellence in serving all individuals including people with disabilities.

### **Assistive devices**

We will ensure that our staff and applicable volunteers (i.e. ushers, building monitors) are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.

### **Communication**

We will communicate with people with disabilities in ways that takes 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.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for people with disabilities St. Matthews (Kitchener) Lutheran Church will notify people promptly via signage. 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. The notice will be placed at applicable/affected areas, on our website and on our outgoing automated phone message.

## **Training**

St. Matthews (Kitchener) Lutheran Church will provide training to all employees, volunteers, Board members and those “who provide goods or services to customers on our behalf”. This training will be provided as soon as practicable after their hire or their beginning of their duties.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the service standard
- St. Matthews (Kitchener) Lutheran Church’s plan related to the 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
- What to do if a person with a disability is having difficulty in accessing St. Matthews (Kitchener) Lutheran Church’s services.

The above persons will also be trained when changes are made to the plan.

## **Feedback process**

Individuals who wish to provide feedback on the way St. Matthews (Kitchener) Lutheran Church provides services to people with disabilities can provide such via e-mail, verbally, by phone and/or through standard mail. All feedback will be directed to the Administrative Coordinator (and shared with the Board of Directors as required). Individuals can expect to hear back within 7 days.

## **Modifications to this or other policies**

Any policy of St. Matthews (Kitchener) Lutheran Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**Version Date: March 18, 2025**

**Board Approved Date: March 18, 2025**