

Seventh-day Adventist Church in Canada
Accessible Customer Service Plan
(Version September 24, 2013)

Providing Goods and Services to People with Disabilities

Remember the principles of independence, dignity, integration and equal opportunity as you learn this plan.

The Seventh-day Adventist Church in Canada office is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with any 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 our premises.

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 customers with disabilities – to meet with a service department representative, e.g. Health Benefits or Retirement, or to attend a duly called meeting, the Seventh-day Adventist Church in Canada 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, such as meeting with a company representative in a different place.

The notice will be placed at the front door and on our website.

Training

Seventh-day Adventist Church in Canada will provide training to employees and volunteers 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: all employees.

This training will be provided to staff as part of the new employee orientation during the first week of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Seventh-day Adventist Church in 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
- What to do if a person with a disability is having difficulty in accessing the Seventh-day Adventist Church in 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 the Seventh-day Adventist Church in Canada office provides goods and services to people with disabilities can telephone or email the office manager at (905) 433-0011, or officemanager@adventist.ca.

All feedback, including complaints, will be directed to the office manager.

Customers can expect to hear back in ten business days.

Notice of availability

The Seventh-day Adventist Church in Canada will notify the public that our policies are available upon request by posting a notice in the front door reception area that directs interested parties to our website – adventist.ca/administration/treasury/policies.

Modifications to this or other policies

Any policy of the Seventh-day Adventist Church in Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.