

Customer Service Standards and Accessibility for Ontarians with Disabilities Act (AODA) Policy

Steeles Memorial Chapel is committed to excellence in serving all customers including people with disabilities in accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005.

Steeles Memorial Chapel believes in treating all individuals with dignity and respects their independence. We are committed to meeting the needs of people with disabilities along with integration, equal opportunity, access and participation.

This policy applies to all employees, contractors and volunteers as well as those who participate in the development of policies, practices and procedures of Steeles Memorial Chapel.

Steeles Memorial Chapel's Accessibility Policy and Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, which will be available on our website and provided in an alternative accessible format upon request.

Customer Service

1. Assistive Devices:

Steeles Memorial Chapel commits to servicing those who use assistive devices when obtaining or using our services.

2. Accessible Formats and Communication:

Steeles Memorial Chapel recognizes the needs of those with disabilities and the various ways to enable communication. Steeles Memorial Chapel, upon request, shall provide or arrange for the provision of accessible formats and communication supports for those who are disabled in a timely manner, taking into account the individual's accessibility needs at no cost. Steeles Memorial Chapel will consult directly with the individual to determine the most suitable accessible format or communication support required.

3. Service Animals and Support Persons:

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public as long as the animal is leashed and always accompanying the disabled person at all times.

Our staff are all trained on how to relate with those who are accompanied by a service animal.

Steeles Memorial Chapel also permits support persons of the disabled person with a service animal. The disabled individual will not be prevented access to their support person while on our premises.

4. Notice of Temporary Disruption:

Steeles Memorial Chapel will provide notice of temporary disruptions that may occur in services of our facility or the services provided to those with disabilities. Notices of disruption will be provided to any affected person or persons directly and with notice on our website. This will include the reason and anticipated duration of the disruption as well as alternate services being made available.

5. Feedback Process:

Steeles Memorial Chapel ensures that our feedback process for receiving and responding to feedback such as goods, services or facilities is made in accessible formats for those with a disability. These formats will be provided in a timely manner upon request, suitable to the individual's needs and at no additional cost. Accessible format information is available publicly via our website and signage in our main office. Feedback can be provided through various methods including in person, by telephone (905-881-6003), email (info@steeles.org) or in writing to Steeles Memorial Chapel, 350 Steeles Ave. West, Thornhill, ON L4J 1A1

6. Training:

Steeles Memorial Chapel provides training on accessibility standards for persons with disabilities with respect to the Human Rights Code to all employees and volunteers, all persons who participate in developing Steeles Memorial Chapel's policies and all other persons who provide goods, services, or facilities on behalf of Steeles Memorial Chapel. Training is provided to all new employees and volunteers within two weeks of hiring. Records of each individual who is trained is maintained. Any future changes to the accessibility policy will be communicated for further training to the employees and volunteers of Steeles Memorial Chapel.

The contents of the training provided includes:

- The purpose of the Accessibility for Ontarians with Disabilities Act, and requirements of the Customer Service Standard and the Integrated Accessibility Standard.
- The interaction and communication methods for those with disabilities.
- The interaction and understanding with those who exhibit a disability and utilize an assistive device or require the assistance of a service animal or support person.
- How to assist a person with a disability with the goods, services and facilities of Steeles Memorial Chapel.
- Customer service policies, practices and procedures.

Employment Standards

1. Recruitment, Assessment or Selection Process:

Steeles Memorial Chapel is an equal opportunity employer and welcomes those with disabilities to apply when the opportunity is available. We will inform the job applicant who is selected for the interview process that accommodations will be made upon request for materials or processes to be utilized for the interview. Steeles Memorial Chapel will consult with that individual what would be deemed suitable for the person's special accessibility needs.

2. Workplace Emergency Response Information:

Steeles Memorial Chapel believes in keeping all staff safe in the event of an emergency. Staff who have a disability will develop an individualized emergency response plan to address the employee's needs.

This involves first obtaining the employee's consent to share information and then completing an Individual Accommodation Plan Process.

Upon consent, this information will be shared with those who will assist the employee.

If the employee changes work locations, or there is a review of the overall accommodation needs or a review of the organization's general emergency response policies, then the employee's emergency response information will be reviewed.

Steeles Memorial Chapel ensures that all efforts will be made to accommodate each employee through our Emergency Response Information Policy.

3. Documented Individual Accommodation Plans:

Steeles Memorial Chapel will maintain a written accommodation plan for each individual employee with disabilities. Accessible formats and communication will be provided to that individual if requested. These plans will also include the individualized workplace emergency response information and identify any other accommodation.

4. Return to Work Process:

Steeles Memorial Chapel will maintain a written return to work process that will document details of an employee who has been absent from work due to a disability with procedures to facilitate the return to work with a special accommodation plan for the individual.

5. Notice to Successful Applicants:

When making offers of employment, Steeles Memorial Chapel will notify the successful applicant of its policies for accommodating employees with disabilities.

6. Informing Employees of Supports:

Steeles Memorial Chapel will inform its employees of its policies used to support those with disabilities including, but not limited to, policies on the provision of job accommodations that take into account disabled employees' accessibility needs. If there are any updates or changes to existing policies, the employer will inform the employees directly as soon as the changes occur.

7. Accessible Formats and Communication Supports for Employees:

Upon the request of an employee of a disability, Steeles Memorial Chapel will consult with the employee to provide or arrange for the provision of accessible formats and communication supports in order for the employee to perform their job as well as information that is normally provided to employees in the workplace.

8. Workplace Emergency Response Information:

As soon as the employer is aware, Steeles Memorial Chapel will provide individualized workplace response information to employees with a disability and immediately accommodate the needs of that individual. With the employee's consent, Steeles Memorial Chapel will provide the disabled employee's workplace emergency response information to the person or persons designated to provide assistance. If the employee disability status, role or job location changes, Steeles Memorial Chapel will review the Employee's individualized workplace emergency response plan to ensure that accommodation requirements are being met.

9. Performance Management, Career Development, Advancement and Redeployment:

Steeles Memorial Chapel takes into account each disabled employee's accessibility needs and accommodation plans when assessing performance, career development and advancement and redeployment.