

**Accessibility Standards for The Parish**  
**Accessibility for Manitobans Act (AMA)**  
**Comprehensive Policy**  
Parish Church of St. George's (Crescentwood)

*Approved by Parish Council and the Province – October 2018*

**Intent**

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 goods themselves.

All services provided by the Parish Church of St. George's (Crescentwood) ("the Parish") shall follow the principles of dignity, independence, integration and equal opportunity.

**Scope**

This policy applies to Parish employees and volunteers who deal with the public or other third parties that act on behalf of the Parish, including when the provision of services occurs at 168 Wilton Street, Winnipeg, MB or off premises such as at the homes of parishioners.

The section of this policy that addresses the use of service animals applies to 168 Wilton St, with the exception of areas where food preparation is occurring.

This policy shall also apply to all persons who participate in the development of Parish 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 attendees 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.

**Attendee** – for the purposes of this policy will mean any individual accessing 168 Wilton St. 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

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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 the *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
- Feedback
- Training

### **The Provision of Goods and Services to Persons with Disabilities**

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

### **Communication**

The Parish will communicate with people impacted 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 the back of the church and in the office
- All staff trained to recognize barriers to communication and work with attendees 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 168 Wilton St.

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, when the ramp is not available and an individual requires the ramp for the purposes of mobility, service will be provided in a location that meets the needs of the individual.

**Support Persons**

If an attendee with a disability is accompanied by a support person, the Parish will ensure that both persons are allowed to enter the premises together and that the attendee is not prevented from having access to the support person.

There may be times where seating and availability prevent the attendee and support person from sitting beside each other. In these situations, the Parish will make every reasonable attempt to resolve the issue.

Consent will be obtained from the attendee, prior to any conversation where confidential information might be discussed with the support person.

There may be no charge for a support person to attend an event. If there is a charge for a support person to attend an event hosted by the Parish, the Parish will ensure that advance notice is given by posting notice of admission fees for support persons where admission fees are posted.

**Service Animals**

A person with a disability who is 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.

If a service animal is excluded by law, the Parish 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 attendee for reasons relating to a disability, the Parish may ask:

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

**Care and Control of the Service Animal:**

The attendee that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

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**Balancing Rights:**

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, the Parish will make all 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**

The Parish will maintain barrier-free access including:

- Keeping hallways and meeting rooms clear of clutter such as boxes
- Keeping entrance ways cleared of snow and ice
- Ensuring the placement of standing signage is not a tripping hazard
- Having space for mobility devices

**Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Parish. In the event of any temporary disruptions to facilities or services that attendees with disabilities rely on to access or use the Parish 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

When disruptions occur, the Parish will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at all entrances, and on the Parish website;
- contacting attendees with appointments;
- verbally notifying attendees when they are making a reservation or appointment; or by any other method that may be reasonable under the circumstances.

**Feedback Process**

The Parish shall provide an opportunity to provide feedback on the service provided to attendees with disabilities. Information about the feedback process will be readily available to all attendees and notice of the process will be made available on the Parish website or by contacting the Parish office. 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.

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**Submitting Feedback:**

Attendees can submit feedback to the Parish Administrator; phone (204) 453 5642 or by email at office@st georges.mb.ca

Attendees that provide formal feedback will receive acknowledgement of their feedback within seven working days along with any resulting actions based on concerns or complaints that were submitted.

**Training**

Training will be provided to:

- all employees and volunteers who deal with the public or other third parties at 168 Wilton St. and,
- those who are involved in the development and approval of policies, practices and procedures at 168 Wilton St.

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 and communicate with people with various types of disabilities.
- 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. This includes:
  - the hearing assist system
- Instructions on what to do if a person with a disability is having difficulty accessing our services or facilities.
- Staff will be informed and/or trained when changes are made to our accessible service policies.

**Training Schedule:**

The Parish will provide training to current staff and volunteers. Training will also be provided during orientation to new staff and volunteers who deal with the public or act on our behalf. Additional training will be provided in the event of changes to legislation, procedures and/or practices.

**Record of Training:**

The Parish will be keeping a record of training including the date training was provided and who attended the training.

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Administration

If there are any questions or concerns about this policy or its related procedures please contact:  
The Parish Church of St. George, by phone at (204) 453 5642 or by email at  
[office@stgeorges.mb.ca](mailto:office@stgeorges.mb.ca) . Information on this policy can be found on our website at  
[www.stgeorges.mb.ca](http://www.stgeorges.mb.ca)

This policy and its related procedures will be reviewed as required in the event of legislative changes.

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Acknowledgement and Agreement

I, \_\_\_\_\_, acknowledge that I have read and understand the Accessibility Standards for the Parish. Further, I agree to adhere to the Standards and will ensure that anyone working under my direction adhere to it. I understand that if I violate the Standards, I may face corrective action.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

## Notice of Service Disruption

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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] \_\_\_\_\_

## Service Feedback Form

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Thank you for visiting the Parish Church of St. George (Crescentwood). 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 service we provided you?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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**2. Were our services provided to you in an accessible manner?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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**3. Did you experience any problems accessing our services?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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Contact Information (optional)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

email: \_\_\_\_\_

Thank-you,

[Name] \_\_\_\_\_ [Title] \_\_\_\_\_



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## Compliance Checklist

Requirement	Person Responsible	Date Completed
Develop a policy that complies with the <i>Accessibility Standards for Customer Service</i> : Provision of services to persons with disabilities The use of assistive devices The use of The use of support persons Notice of service disruptions Feedback Training		
Develop practices and procedures that follow policy guidelines (see above) and that are consistent with the core principles of independence, dignity, integration and equal opportunity.		
Develop communication plans and strategies that consider attendees and take into account individual disabilities.		
Allow attendees to use their own personal assistive devices when accessing your services.		
Develop other measures to enable attendees to access your services in the event that the assistive device presents a safety concern or where accessibility might be an issue.		
Allow attendees 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 attendees 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.		

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## Compliance Checklist

Requirement	Person Responsible	Date Completed
Make information about your feedback process readily available to attendees.		
Train employees, volunteers, and others who deal with the public or act on your behalf on the provisions required by the <i>Accessibility Standards for Customer Service</i> : Accessibility Standards for Customer Service, Manitoba Regulation 171/2015 Instructions on how to interact and communicate with attendees 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 attendees with disabilities Instructions on what to do if a person 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 policies, practices and procedures on the required provisions (see above).		
Document in writing all of your policies, practices and procedures for providing compliant customer service.		
Notify attendees 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 who attended.		
<u><a href="#">Complete the online report by November, 2018.</a></u>		