

PAOC Policy on Providing Accessibility for Ontarians with Disabilities

The Pentecostal Assemblies of Canada (PAOC) strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Whether a person's disability is apparent or not, the PAOC believes that everyone should be treated with courtesy and respect.

This Policy has been prepared to meet the compliance requirements of the AODA Customer Service Standard and to articulate what people may expect from the PAOC in regard to this standard.

1. Access to our building

The PAOC head office building, located at 2450 Milltower Court in Mississauga, Ontario is accessible to all persons, having the following accommodations in place:

1.1 Parking

Three parking spaces are specifically allocated to persons with physical disabilities. These spaces are located close to our front entrance and are clearly identifiable.

1.2 Front Door Access

Our front door has handicapped door openers and a ramp that is wheelchair friendly.

1.3 Second Floor Access

Our handicapped elevator is available for those who need to use it and is kept in good working repair. A key to the handicapped elevator is always available at Reception. The receptionist will ask the disabled person if they would like assistance operating the elevator. If they do require assistance, the receptionist will contact an administrative assistant to come down to the reception area.

1.4 Accessible washrooms

Handicapped washrooms are available on both the first and second floors of our building. These washrooms are equipped with handrails and counters and sinks at heights that accommodate a wheelchair.

2. Assistive Devices

The PAOC is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services. The PAOC will ensure that our employees and volunteers

know how to use assistive devices available in providing goods and services and inform the public that these devices are available.

3. Use of Service Animals

The PAOC is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

The PAOC will ensure that all staff and volunteers who deal with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

4. Support Persons

The PAOC is also committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability, who is in need of the assistance of a support person, be prevented from having access to his/her support person while on our premises.

5. Communication

The PAOC will communicate with persons with disabilities in ways that take into account their disability. We will train staff and volunteers on how to interact and communicate with persons with various types of disabilities.

5.1 Telephone Services

The PAOC will train staff and volunteers to communicate over the telephone clearly and concisely using plain and easily understandable language. We will make staff & volunteers familiar with telephone technologies intended for people with disabilities. We will also offer to communicate with people by regular mail or email if telephone communication is not suitable to their needs.

5.2 Forms, Documents & Publications

The PAOC will endeavor to make all forms, documents and publications available in alternative formats. Such requests can be made:

- a) In person or by regular mail addressed to: AODA – Fellowship Services
The Pentecostal Assemblies of Canada
2450 Milltower Court
Mississauga, ON L5N 5Z6
- b) By telephone at: **905-542-7400** or toll free **1-800-779-7262**, and requesting ext. 3235, or **TTY: 800-855-0511**
- c) By email to: info@paoc.org

Requests for documentation in alternative formats will be forwarded to the department involved in the production of such documentation. Each department will assign a person who will respond to the request in a timely manner and provide the information requested.

5.3 Web Site

The PAOC will place a link on our home web page that is easy to find, which will allow people to access our AODA policy, practices and procedures.

Within this link, there will be provision for:

- a) A request for documentation in an alternative format;
- b) An email contact, phone, mail address as to where to send feedback.

6. **Notice of Temporary Disruption**

The PAOC will provide a public notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. Such notice will include the reasons for the disruption and the expected duration.

The notice will be placed on our web site and at our front entrance.

7. **Training**

7.1 Training for Current Staff & Volunteers

- a) The PAOC will provide training to all employees, both full-time and part-time, as well as any volunteers who work at our head office and deal with the public or other third parties on their behalf.
- b) We will also provide training for those involved in the development and approvals of policies, practices and procedures to accommodate persons with disabilities.
- c) All such training will be documented.
- d) Training will be provided on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

7.2 Proposed Training Dates

All current staff and volunteers will be requested to attend compulsory training on one of the following dates:

Date: (To be determined by PAOC)

Date:

Date:

7.3 Training for New Hires

Training for any new hires will be provided within a month of their start date.

7.4 Content of Training

Training provided by the PAOC will include discussion of:

- a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements for Phase One, the Customer Service Standard;
- b) Education on the various types of disabilities;
- c) How to interact and communicate with people with various types of disabilities;
- d) Acceptable and non-acceptable terms;
- e) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- f) Modifications that will be made to forms and documents, if requested by persons with disabilities;
- g) Modifications that will be made to our web site;
- h) Our feedback policy;
- i) An opportunity for a question and answer period.

8. Feedback Process

The PAOC welcomes feedback on our accessibility services. Comments on how well the PAOC is doing in accommodating persons with disabilities can be submitted to The Fellowship Services Department.

- a) In person or by regular mail addressed to: AODA – Fellowship Services
The Pentecostal Assemblies of Canada
2450 Milltower Court
Mississauga, ON L5N 5Z6
- b) By telephone at: **905-542-7400**, or toll free **1-800-779-7262**, and requesting ext. 3235.
- c) TTY: **800-855-0511**
- d) By email to: info@paoc.org

All feedback will be respected as private. It will be reviewed for possible action that can be taken to improve our current policy, practices and procedures. All those who submit feedback can expect to hear back within **ten** business days of our receipt of the feedback. Feedback will be in a format that is accessible to the complainant.