



The United Church of Canada Multi-Year Accessibility Plan

Accessibility in Ministry

What We Believe: The United Church of Canada is committed to being an open, accessible, and barrier-free environment where there is full participation of everyone, including people with disabilities. We strive to meet the needs of our employees, volunteers, and all those who may interact with our organization, including those who may have disabilities, both visible and invisible.

Unlocking Barriers

- People with disabilities who are **The United Church of Canada customers/clients** receive goods and services in a timely manner.
- People with disabilities who are **The United Church of Canada employees or volunteers** participate fully and meaningfully in service, mission, and employment
- **Information and communication** is available in accessible formats to The United Church of Canada staff, customers/clients, and volunteers.
- The United Church of Canada staff are able to **identify barriers to accessibility** and actively seek solutions to prevent, remove, or reduce them on a continual basis throughout the organization.
- The United Church of Canada will provide **ongoing training** as it relates to people with disabilities through resources, orientation, and any other formats as needed.

Policy Statement on Accessibility

The United Church of Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people in a timely manner, and will do so by becoming an open, accessible, and barrier-free environment where there is full participation of persons with disabilities in the church's ministry and mission.

Communication, Feedback, and Customer Service

The United Church of Canada is committed to providing excellent customer service to all persons, including people with disabilities. The United Church of Canada employees will communicate with people with disabilities in ways that take into account their disability. The United Church of Canada also provides an accessible customer service feedback process.

Feedback regarding the way The United Church of Canada provides programs, goods, and services to persons with disabilities can be made by sending an e-mail to unitedchurchaccessibility@united-church.ca.

- All feedback will be directed to the Ministry and Employment Unit.
- Participants can expect to hear back within 10 business days.
- Confidentiality will be respected.

Use of Service Animals, Assistive Devices, and Support Persons

The United Church of Canada welcomes people with disabilities who are accompanied by a service animal or support person, or who require an assistive device. Employees will be trained on how to interact with these individuals in a manner that is respectful and ensures their safety as well as the safety of the service animal and support person accompanying them.

Organizational Commitment: *Information and Communication Coordination*

The United Church of Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. The United Church of Canada will take necessary steps to make all websites and content conform with WCAG 2.0, Level AA.

Organizational Commitment: *Emergency Information and Service Disruptions*

The United Church of Canada is committed to providing customers with information about service disruptions. We will also provide staff with disabilities with individualized response information as requested.

Organizational Commitment: *Human Resources–Employment*

The United Church of Canada is committed to fair and accessible employment practices. We take steps to notify the public and staff that, when requested, The United Church of Canada can accommodate people with disabilities during the recruitment process.

The United Church of Canada will formalize the process for developing individual accommodation plans and return-to-work policies for employees who have been absent, including measures to address concerns related to a disability.

The United Church of Canada will develop a mechanism that takes into account an employee's disabilities when using performance management and career development processes.

The United Church of Canada will take steps to prevent and remove ongoing accessibility barriers identified following an Accessibility Audit.

Organizational Commitment: *Human Resources–Training*

The United Church of Canada will provide training to staff and volunteers as it relates to people with disabilities. Training and resources will be developed in various formats.

Training will include the following:

- The purpose of the Accessibility Policy
- 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 support person
- How to learn about the use of various assistive devices
- What to do if a person with a disability is having difficulty accessing The United Church of Canada’s services
- The United Church of Canada policies, practices, and procedures relating to the accessibility standards

Organizational Commitment: *Other*

The United Church of Canada works extensively with volunteers, elected members, and others who contribute significantly to directing the activities of the church. Such work requires the gathering of these members for meetings, in person and electronically. We strive to select venues that are accessible.

Multi-Year Accessibility Plan: Unlocking Barriers

Unlocking Barriers	AODA Standards/Regulations	Activities	Compliance Deadline
People with disabilities who are The United Church of Canada customers and clients receive goods and services in a timely manner	Customer Service S. 3 (1, 3), S. 4 (1a, 1b, 1c) Procuring or acquiring services or facilities S. 6(2) Self-service kiosks	<ul style="list-style-type: none"> • Review and Revise Accessibility Policy • Post Accessibility Multi-Year Plan to website • Establish criteria for evaluating venues for meetings. • Point of sale device will allow persons with disability to access products. 	June 30, 2020 June 30, 2020 N/A
People with disabilities who are The United Church of Canada employees or volunteers participate fully and meaningfully in service, mission, and employment.	Employment S. 22, 23 (1-2), 24, 25 (1-3), 26 (1-2), 27 (1-4), 28 (1-3), 29 (1-2), 30 (1)–32 (1)	Review and update HR policies for the following: <ul style="list-style-type: none"> • Recruitment and Selection of Staff • Accommodation Based on Disability • Return to Work Program • Performance Management • Professional and Sabbatical Development 	June 30, 2020
Information and communication is available in accessible formats to The United Church of Canada employees, customers, and volunteers.	Information and Communication	Meet WCAG 2.0 Level AA Web Content Accessibility Guidelines <ul style="list-style-type: none"> • Website • Intranet Website • Web Content • Guideline for creation of resources/materials 	January 1, 2021
The United Church of Canada will provide ongoing training as it relates to people with disabilities through resources, orientation, and any other formats as needed.	Training Training - S. 7 (1, 2, 3, 4, 5)	Develop program to ensure continual/ongoing training for current staff Develop program to ensure training for new staff	June 30, 2020 Ongoing

