

Diocese of London Diocesan Centre Joint Health and Safety Committee Manual

036-Accessible Customer Service Standard Plan

POLICY GOAL

To ensure the Diocese of London uses reasonable efforts to provide goods and services to people with Disabilities. The Diocese of London is committed to excellence in serving all customers and staff in a manner that respects independence, dignity, and integration and equal opportunity of persons with disabilities.

DEFINITIONS

Disability means, (from the OH&S Act): page 38, section 4(1)

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or, illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

APPLICABLE FORMS

HSForm0015-Accident Incident Investigation Report

HSForm036B-Feedback Report

SCOPE

This policy applies to all employees at the Diocesan Centre.

TRAINING

All employees will receive training in the requirements of this policy at the time orientation is completed and when changes are made to the policy.

POLICY

Steps to be taken

1. Communication – We will communicate with people with disabilities in ways that take into account their disability.
2. Assistive Devices – We will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities.
3. Service Animals – We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.
4. 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.
4. Notice of Temporary Disruption – In the event of a planned or unexpected disruption to services or facilities for staff with disabilities, notification will be sent out.
5. Feedback Process – Feedback or complaints will be responded to within 5 business days of receipt.