

Accessibility Policy and Statement of Commitment

Emmanuel Baptist Church

Everyone Belongs

At Emmanuel Baptist Church, everyone belongs. We are committed to creating a welcoming, accessible environment where people of all abilities can participate fully in church life and be treated with dignity, respect, and care.

We seek to identify, remove, and prevent barriers to accessibility while meeting our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), Ontario's accessibility standards, the Ontario Human Rights Code, and other applicable laws.

Building Accessibility

Our campuses strive to provide accessible parking, barrier-free entrance access, accessible washrooms, elevator access where available, wheelchair and mobility-device seating accommodations, Welcome Team assistance, family and nursing spaces, and clearly marked entrances and ministry areas.

If you require assistance during your visit, please stop by the Welcome Centre or speak with one of our volunteers or staff members.

Family and Special Needs Support

We work with families to understand individual needs and provide reasonable accommodations so children, youth, and adults of all abilities can participate meaningfully in church life.

If you or a family member would benefit from additional support during a service, program, or event, we encourage you to contact us in advance so we can help prepare for your visit.

Training

Accessibility training will be provided to employees and volunteers whose roles involve serving congregants, guests, participants, or members of the public, or developing church policies. Training will reflect each person's responsibilities and applicable AODA requirements.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services, programs, or facilities.

If an assistive device creates a significant health or safety concern or is not permitted for another reason, we will work with the person to identify another way to provide access.

Volunteers may help identify accessible seating and safe locations for storing mobility devices so evacuation routes remain clear.

Communication

We communicate with people with disabilities in ways that take their needs into account and will work with each person to determine an effective method of communication.

Service Animals

Service animals accompanying people with disabilities are welcome in areas of our facilities that are open to the public and the congregation.

Support Persons

A person with a disability who is accompanied by a support person is welcome to have that person accompany them on our premises, subject to our Safe Church policies.

Emmanuel Baptist Church may require an individual to be accompanied by a support person when necessary to protect health or safety. This requirement will only be imposed after consultation with the individual and a determination that no reasonable alternative exists.

Notice of Temporary Disruption

If an accessibility-related service or facility is temporarily unavailable, Emmanuel Baptist Church will provide notice where possible, including the reason, expected duration, and any available alternatives.

Feedback Process

Emmanuel Baptist Church welcomes accessibility feedback, including concerns, accommodation requests, and suggestions for improvement.

Feedback may be provided by phone, email, written correspondence, in-person conversation, or the accessibility feedback form on our website.

All feedback will be reviewed respectfully, confidentially, and as promptly as possible.

Accessible formats and communication supports are available upon request at no additional cost.

Notice of Availability of Documents

This accessibility policy and related documents are available to the public. Upon request, Emmanuel Baptist Church will provide these documents in accessible formats or with communication supports.

Self-Serve Kiosks

Trained volunteers and/or staff are available to assist at self-serve kiosks. If Emmanuel Baptist Church designs, procures, or acquires self-service kiosks, accessibility features will be considered.

Procurement

We incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. If it is not possible or practical to do so, we will provide an explanation upon request.

Information and Communications

Upon request, we will provide information about our church, services, programs, and public safety information in accessible formats or with communication supports in a timely manner and at no additional cost beyond the regular cost charged to others.

Our website and digital communications will be improved over time to support accessibility and meet applicable WCAG requirements under Ontario accessibility laws.

Employment

We will notify employees, job applicants, and the public that accommodation is available during recruitment, hiring, and employment, and we will consult with individuals to arrange suitable accommodations when requested.

Where needed, we will provide individualized workplace emergency response information to employees with disabilities and, with consent, share it with a designated person who provides assistance during an emergency.

We maintain written processes for individual accommodation plans and return-to-work accommodations for employees with disabilities.

Our performance management, career development, and redeployment processes take into account the accessibility needs of all employees.

Design of Public Spaces

Emmanuel Baptist Church will meet applicable accessibility requirements when building or making major changes to public spaces.

Procedures will be maintained to reduce disruptions to accessible public spaces where possible.

Changes to Existing Policies

Any policy that does not support dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.