

# CCC Policy on Providing Accessibility for Ontarians with Disabilities

(April 2026)

## Statement of Organizational Commitment

Cedarview Community Church (CCC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

CCC is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

CCC understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

CCC is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

This Policy has been prepared, and will be reviewed at least every five years, to ensure compliance with the requirements of the AODA Customer Service Standard and to articulate what people may expect from CCC with regards to this standard.

### 1. Access to our building

The Cedarview Community Church located at 1000 Gorham Street, Newmarket, Ontario is accessible to all persons, having the following accommodations in place:

#### 1.1 Parking

Ten (10) parking spaces are specifically allocated for persons with physical disabilities. Eight (8) of these spaces are located close to our front entrance and two (2) are located close to the rear entrance and are clearly identifiable.

#### 1.2 Front & Rear Door Access

Our front and rear doors have handicapped door openers and access 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.

#### 1.4 Accessible washrooms

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

## 2. **Training**

CCC is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

2.1 Training of our employees and volunteers on the requirements of the accessibility standards and on the *Human Rights Code* shall be appropriate to the duties of the employees, volunteers and other persons.

2.2 Employees, volunteers and other persons shall be trained as soon as practicable after being hired.

2.3 CCC shall provide training in respect of any changes to the policies on an ongoing basis.

2.4 We will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

#### 2.5 Content of Training

Training provided by CCC will include:

- a) Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- b) Accessibility Standards and the Human Rights Code for persons with disabilities
- c) How our policies are related to the Customer Service Standards.
- d) How to interact and communicate with people with various types of disabilities.
- 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) How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include our second-floor elevator and accessible washrooms.
- g) What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

## 3. **Assistive Devices**

CCC is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services. CCC 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.

#### **4. Communication**

CCC will communicate with persons with disabilities in ways that take into account their disability. We will train all staff and volunteers on how to interact and communicate with persons with various types of disabilities. We will work with the person with disabilities to determine what method of communication works for them. This may include email, telephone or in-person communication.

#### **5. Use of Service Animals**

CCC 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.

CCC 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.

5.1 We will identify a service animal through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

5.2 If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- a) explain why the animal is excluded
- b) discuss with the customer another way of providing goods, services or facilities.

#### **6. Support Persons**

CCC 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 needs the assistance of a support person, be prevented from having access to his/her support person while on our premises.

#### **7. Notice of Temporary Disruption**

CCC 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.

#### **8. Feedback Process**

CCC welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways:

- a) In person at the welcome desk during regular church service hours.
- b) By regular mail addressed to:

**Cedarview Community Church**  
1000 Gorham Street  
Newmarket, ON L3Y 1L8

- c) By telephone at: **905-895-8893**
- d) By email to: **ccc@cedarview.org**

- 8.1 All feedback including complaints will be directed to the **church administrator** and reviewed by the church board for possible action that can be taken to improve our current policy, practices, and procedures.
- 8.2 All those who submit feedback can expect to hear back within **ten** business days of our receipt of the feedback.

CCC ensures that our feedback process is accessible to people with disabilities by arranging for accessible formats and communication support, on request.

## 9. Notice of Availability of Documents

CCC notifies the public that documents related to accessible customer service, are available upon request by posting a **QR code of our accessibility policy** at reception and at the welcome desk in the church foyer.

### 9.1 Accessible Formats

CCC will, on request, provide or arrange for the provision of documents, or the information contained in the document, to a person with disability in an accessible format or with communication support. We will consult with the person making the request via email, telephone or in-person to determine the suitability of the format or communication support.

We will provide the accessible format in a timely manner and, at no additional cost.

- 9.2 Examples of accessible formats will include Tagged PDF, Structured MS Word, HTML, Large Print (16-20+ point font), and Audio/DAISY.

## 10. Information and Communication

CCC will communicate with persons with disabilities in ways that take into account their disability. We will train all staff and volunteers on how to interact and communicate with persons with various types of disabilities. We will work with the person with disabilities to determine what method of communication works for them.

- 10.1 When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, typically within 48 hours, taking into account the person's accessibility needs due to disability; and
  - b) at no extra cost.
- 10.2 We will consult with the person making the request via email, phone or in person in determining the suitability of an accessible format or communication support. If CCC determines that information or communications are unconvertible, CCC shall provide the requester with:
- a) an explanation as to why the information or communications are unconvertible; and
  - b) a summary of the unconvertible information or communications.
- 10.3 We notify the public about the availability of accessible formats and communication supports by placing a **QR code of our accessibility policy** at reception and at the welcome desk in the church foyer.

#### 10.4 Telephone Services

CCC 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 for their needs.

#### 10.5 Forms, Documents & Publications

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

- a) In person at the welcome desk during regular church service hours
- b) By regular mail addressed to:

**Cedarview Community Church**  
1000 Gorham Street  
Newmarket, ON L3Y 1L8

- c) By telephone at: **905-895-8893**
- d) By email to: **ccc@cedarview.org**

Requests for documentation in alternative formats will be forwarded to the department involved in the production of such documentation.

#### 10.6 Web Site

CCC will include a link on our web site that is easy to find, which allows people to access our accessibility policy, practices, and procedures.

All content placed on our web site will be reviewed on an ongoing basis to ensure compliance with the WCAG 2.0 Level AA.

## **11. Employment**

CCC strives to engage in accessible employment practices that allow persons with disabilities to take part in all aspects of the employment cycle, from recruitment and selection to employment and development.

### **11.1 Job Postings**

CCC welcomes and encourages applications from persons with disabilities. Job postings will mention that accommodations will be made available upon request for candidates taking part in all aspects of the selection process, including interviews.

### **11.2 The Hiring Process**

If a successful candidate requires accommodation to perform his/her job, the individual will be invited to discuss their specific needs with their manager/supervisor and CCC's HR representative prior to their employment start date.

A personalized Accommodation Plan will be put in writing and kept in the employee's personnel file.

The privacy of the successful candidate, with regard to their disability, will be respected at all times.

### **11.3 Accommodation Plan Specifics**

A specific accommodation plan will be prepared, and a copy given to the employee, and in an accessible format if requested. The accommodation plan will include:

- a) Any necessary adjustments to a physical workspace and/or specific support necessary to enable the individual to complete their assigned work duties in a timely manner.
- b) Specific Emergency procedures, if needed, as noted in section 11.5 below.
- c) Details as to how often the plan will be reviewed by the employee, their manager and CCC's HR representative.

### **11.4 Workplace Information**

Workplace information will be provided in an accessible format if an employee requests it. This includes:

- a) All information that the employee needs to perform their job.
- b) All general information that is normally provided to employees.

### **11.5 Workplace Emergency Response Information**

Where needed, CCC will provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, CCC will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

CCC will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

CCC will review the individualized workplace emergency response information:  
a) when the employee moves to a different location in the organization;  
b) when the employee's overall accommodations needs or plans are reviewed; and  
c) when CCC reviews its general emergency response policies.

#### 11.6 Performance Reviews

Any formal or informal performance reviews will incorporate any specific accommodations that are needed by the employee.

The performance review will include discussion of the current accommodation plan and allow input from the employee as to whether any adjustments to the plan are necessary.

Feedback and coaching will be presented in a manner that is accessible to the employee.

Every effort will be made to ensure the individual is provided with all they need to successfully learn new skills and/or take on more responsibilities.

#### 11.7 Return to Work Process

CCC will strive to support and encourage the return to work of any employee whose absence from work relates to a disability issue.

Any disability-related accommodation needed will be discussed with the employee and a written plan developed prior to the return-to-work date.

#### 11.8 Notice to successful Applicants

CCC will notify successful job applicants of policies for accommodating employees with disabilities when making offers of employment.

### 12. **Accessibility Compliance Report**

CCC will make its most current accessibility compliance report available to the public by posting it at the church's website - <https://cedarview.org/accessibility-report>.

### 13. **Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of 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.