

Accessibility Standards for Customer Service for Congregations

Requirements as of January 1, 2012

1. Every congregation must have a designated person or group that is responsible for oversight.
 1. Duties include
 1. Being knowledgeable of the Accessibility Standards for Customer Service
 2. Training
 3. Handling complaints
 4. Records keeping
 5. Liaising with the Board and with government inspectors
 2. Every Congregation must have an overall Customer Service Policy and revise all existing *written* policies taking into account Accessibility Standards for Customer Service issues.
 1. Several templates for a general policy are available for download which can be amended to suit individual contexts (i.e. <http://www.bayofquinteconference.ca> near the bottom of the page.)
 2. The Preamble *should* include a theological rationale so this is viewed as an extension of our Christian witness and not a government imposed mandate.
 3. Every Congregation must provide Customer Service training for all those involved in contact with the general public.
 1. This would include but is not limited to:
 1. Ordered minister
 2. Greeters and ushers
 3. Teachers, group leaders
 4. Those selling admissions to events
 2. Should include all those in decision making positions
 4. Every Congregation must keep ongoing records that can be easily accessed upon request of government inspectors which will include but is not limited to:
 1. *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07* and or *Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07* (available for download at [Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07](#) , [Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07](#), www.AccessON.ca/compliance)
 2. Completed Customer Service Policy and any others that are relevant
 3. Training Resource used. (The are online resources (ww.mcass.gov.on.ca/mcass/serve-ability/splash.html) but since many of the congregations do not have high speed access, the written resources are being recommended.)
 4. List of those trained and when
 5. Written tests of all those trained (proof of due diligence)
 6. All feedback and complaints and their resolutions.
 7. All other relevant materials