



HOLY BLOSSOM TEMPLE

ק"ק פרחי קדש

HOLY BLOSSOM TEMPLE

ACCESSIBILITY POLICY FOR CUSTOMER SERVICE

POLICY

Holy Blossom Temple (“Holy Blossom”) is committed to providing excellent customer service in a manner that, as much as reasonably possible, respects an individual’s dignity, independence, integration and equality of opportunity, including, for persons with disabilities. In its ongoing efforts to strive for accessibility, Holy Blossom endorses the *Accessibility for Ontarians with Disabilities Act, 2005* and the Regulations supporting this Act.

Application

This policy applies to all employees, volunteers and agents of Holy Blossom who interact with its customers, be they current and prospective congregants, guests and/or visitors.

Purpose

The purpose of this Policy is to outline the practices and procedures approved by Holy Blossom Temple in order to meet the obligations of the *Accessibility for Ontarians with Disabilities Act, 2005* and specifically the Accessibility Standards for Customer Service, Ontario Regulation 429/07. Holy Blossom Temple, through this policy, establishes and implements practices and procedures consistent with its goal of compliance, as well as its commitment to excellent customer service for all.

This policy aims to ensure that people with disabilities, visible or invisible, are given the same opportunity as others to obtain, use and benefit from the services offered by Holy Blossom Temple. Reasonable efforts will be made to ensure that services offered by Holy Blossom are provided in such a way that the key principles of independence, dignity, integration and equality of opportunity for persons with disabilities are respected. In particular, Holy Blossom will use reasonable efforts in the following areas:

(i) *Communication*

Holy Blossom will communicate to people with disabilities in ways that take into account their disability. We will train our staff and volunteers on how to interact and communicate with our diverse community and people with diverse disabilities.

(ii) *Telephone Services*

Holy Blossom is committed to providing accessible telephone service to all customers.

We will train our staff and volunteers to communicate over the telephone in plain language and to speak clearly. We will offer to communicate with synagogue participants in writing if telephone communication is not suitable to their communication needs, or is not available.

(iii) *Assistive Devices*

Holy Blossom Temple is committed to serving people with diverse disabilities who use assistive devices and enabling them to obtain, use or benefit from our services.

We will ensure that our employees and volunteers are aware of and trained in the use of any assistive devices provided by Holy Blossom (e.g. large print prayer books, assisted hearing devices, for customers with disabilities while accessing our services. We will ensure that people are permitted to use their own personal assistive devices to access synagogue programs, goods and services.

v) *Use of Service Animals*

If a person with a disability is accompanied by a guide dog or other service animal, Holy Blossom Temple will ensure that the person is permitted to enter Temple premises and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. While visiting Holy Blossom, it is the responsibility of the person with a service animal to control the animal at all times.

If a service animal is excluded by law from Holy Blossom premises, Holy Blossom Temple will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Temple's services.

In the event an employee, volunteer or student is allergic to a service animal, alternative arrangements will be negotiated.

(vi) *Use of a Support Person*

If a person with a disability is accompanied by a support person, Holy Blossom Temple will ensure that both persons are permitted to enter the Temple premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

Holy Blossom may require a person with a disability to be accompanied by a support person while on Temple premise, in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on Holy Blossom Temple premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

For those Holy Blossom Temple events where admission fees apply, these fees will be waived for support persons.

Notice of Temporary Disruption

Holy Blossom will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available. We will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible, signs and printed notices of sufficient size that are easily readable will be prepared.

The signs and printed notices will be displayed prominently at the entrance to Holy Blossom, on notice-boards and at service desks.

Telephone messages will be left in clear and concise language.

Training for Staff

Holy Blossom will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service Regulation. Training will be provided to Holy Blossom employees as part of orientation training for new employees. Training will be provided to each person as soon as practicable after he or she is assigned to relevant duties. Training will also be provided on an ongoing basis in connection with changes to the policies and procedures governing the provision of goods and services to persons with disabilities.

Holy Blossom will ensure that the following persons receive training about the provisions of services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of Holy Blossom, whether the person does so as an employee, volunteer or otherwise; and
2. Every person who participates in developing Holy Blossom's policies, practices and procedures governing the provision of goods and services to members of the public.

Training for Holy Blossom staff will focus on the following areas:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.

- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07).
- Information about Holy Blossom policies, procedures, and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- How to use equipment or devices available on Holy Blossom premises or otherwise provided by the Temple that may help with the provision of services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing Holy Blossom's services.

The amount and format of training will depend on the person's interaction with customers.

A record of training received by staff and volunteers will be maintained by the Holy Blossom Temple.

Feedback Process

Holy Blossom Temple welcomes feedback, including feedback about the delivery of services to persons with disabilities. Users can submit feedback to the Executive Director of Holy Blossom Temple. Users can submit feedback in person, by telephone, in writing or by delivering an electronic text. In the event that a complaint is made, Holy Blossom Temple will review the complaint with relevant personnel and Temple administration and provide a response within 10 business days.

Questions About this Policy

The purpose of this policy is to provide a framework through which Holy Blossom Temple can achieve service excellence for people with disabilities. If anyone has questions about this policy, please contact the Executive Director of Holy Blossom Temple.