



Accessibility for Ontarians with Disabilities (AODA) Policy

At Logos Baptist Church (Milliken) (the “Church”), we believe that every individual is created with inherent dignity and value. We are committed to fostering a welcoming, inclusive, and barrier-free environment for all congregants, visitors, staff, and volunteers who enter our facilities or participate in our ministries.

Logos Baptist Church (Milliken) is committed to ensuring equal access, opportunity, and full participation for people with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC), we actively work to identify, remove, and prevent barriers to accessibility across our worship services, programs, and facilities. We are dedicated to meeting the needs of individuals with disabilities in a timely manner—treating every person in a way that respects their dignity, independence, and integration.

Logos Baptist Church (Milliken) 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 (OHRC) or obligations to people with disabilities under any other law.

Training

Logos Baptist Church (Milliken) 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.

We provide AODA and OHRC training to:

- a. all persons who participate in developing the Church’s policies; and
- b. all paid employees; and
- c. ministry team leaders, ushers/greeters, and volunteers who provide services and interact with the public on behalf of the Church.

Training of our employees and volunteers on accessibility relates to their specific roles.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.



Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards;
- our policies related to the Customer Service Standards;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use the equipment or devices available on the Church property or otherwise that may help with providing services or facilities to people with disabilities;
- what to do if a person with a disability is having difficulty in accessing our church's services or facilities.

We 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.

Assistive Devices

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

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

We communicate with people with disabilities in ways that take into account their disability. We will work with the person with disabilities to determine what method of communication works for them.



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 and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for written documentation or a letter from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

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:

- explain why the animal is excluded
- discuss with the customer another way of providing services or accessing our facilities

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.



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Logos Baptist Church(Milliken)

In certain cases, Logos Baptist Church (Milliken) might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Church will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If the Church determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for employees, congregants, and visitors with disabilities, Logos Baptist Church (Milliken) will notify everyone promptly. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Wheelchair Access Ramp Maintenance
- Elevator Service or Maintenance
- Accessible Washroom Maintenance

The notice will be made publicly available in the following ways:

- Notice to be included in Sunday Service Bulletins if applicable;
- Notice to be posted on entrance doors and bulletin boards;
- Notice to be posted in the area of maintenance e.g. on the wheelchair access ramp railing, on elevator door, or on the accessible washroom door.



Feedback Process

Logos Baptist Church (Milliken) welcomes feedback on how we provide accessible service. Feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- in person by speaking with the Church's administration staff during office hours, or ushers/greeters, pastoral staff or directors after Sunday Service;
- by email to office@logosbaptist.org;
- by phone to (905) 305-6467;
- by writing to Logos Baptist Church (Milliken), at 133 Old Kennedy Road, Markham, Ontario L3R 0L5, Attention: Church Administrator

Information on how to provide feedback is publicly posted on the Church's website and in the Church's main lobby – "We can arrange for accessible feedback and alternate formats upon request. Please forward all feedback and complaints by email to office@logosbaptist.org or by phone at (905) 305-6467. We will respond within 10 business."

All feedback, including complaints, will be handled in the following manner:

- Receipt: All accessibility feedback will be directed to the Church Administrator.
- Acknowledgement: Feedback submitted by email, phone or mail will be acknowledged within 3 to 5 business days of receipt.
- Action Plan: The Church Administrator will review the feedback, consult with relevant ministry leads or the Church leadership, and determine necessary actions or accommodations.
- Follow-up: The individual who submitted the feedback will receive a response within 10 business days, outlining the actions taken or proposed, provided contact details were supplied.

Logos Baptist Church (Milliken) ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.



Notice of Availability of Documents

Logos Baptist Church (Milliken) notifies the public that documents related to accessible service, are available upon request by posting a notice:

- on the Church's main lobby bulletin board
- on the Church's website www.logosbaptist.org/aoda/

The Church will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request 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.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about the Church and its services, including public safety information, in accessible formats or with communication supports:

- a. in a timely manner, taking into account the person's accessibility needs due to disability; and
- b. at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the Church determines that information or communications are unconvertible, the Church shall provide the requestor with:

- a. an explanation as to why the information or communications are unconvertible; and
- b. a summary of the unconvertible information or communications.



Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a. information that is needed in order to perform the employee's job; and
- b. information that is generally available to employees in the workplace

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

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

We will review the individualized workplace emergency response information:

- a. when the employee's overall accommodations needs or plans are reviewed; and
- b. when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees. See **Workplace Emergency Response Information Policy**.



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Logos Baptist Church(Milliken)

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. See **Accommodate Individual Employees with Disabilities**.

Changes to Existing Policies

Any policies of Logos Baptist Church (Milliken) 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.