

# Accessibility at Catch The Fire Toronto

## *Not including School of Ministry*

*NOTE: This policy is applicable to Catch The Fire Toronto as a local church. For the School of Ministry Accessibility policy, please go to <https://sometoronto.com/accessibility>*

Catch The Fire Toronto is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Catch The Fire Toronto is committed to complying with both the Ontario Human Rights Code and the AODA.

Catch The Fire Toronto is committed to excellence in serving everyone in the community, including people with disabilities. We strive to make our policies consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## Communication

Upon request, we will communicate with people with disabilities in ways that take into account their disability. We will work with any person with a disability to determine what method of communication works for them.

## 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, in discussion with the person, other measures will be used to ensure the person with a disability can access our services or facilities.

## 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.

A service animal must be easily identified through visual indicators, such as a harness or a vest.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. The health professional must be regulated and officially recognized under the Ministry of Health in Ontario.

If service animals are prohibited by another law, we will explain why the animal is excluded and discuss another way of providing services or facilities. Service animals are prohibited from the following area:

- Kitchen which serves the cafe under the Health Protection and Promotion Act
  - Ontario Regulation 562 under the Health Protection and Promotion Act states that animals are not allowed in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale.

## Support persons

We welcome all support persons when a person with disabilities requires assistance.

When wishing to access a paid for event, the fee for entry, if applicable, will not be charged for the support person's registration/entry. Any meal plans or food will need to be paid for separately.

In certain cases, Catch The Fire Toronto 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 or others on the premises

Before making a decision, Catch The Fire Toronto will:

1. Consult with the person to understand their needs
2. Consider health or safety reasons based on available evidence
3. Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If Catch The Fire Toronto determines that a support person is required, we will waive the admission fee for the support person, if applicable.

## Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities, Catch The Fire Toronto will notify participants promptly. This 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:

- Washrooms
- Cafe
- Bookstore
- Elevator

The notice may be made publicly available in the following ways, depending on the situation:

- Through clear and bold signage
- Via the MC on stage (audibly)
- Through our volunteers and staff who are on hand to assist

## Training

Catch The Fire Toronto will provide accessible customer service training to:

- All employees (within 60 days of being hired)
- Anyone involved in developing our policies
- Anyone who provides services or facilities on our behalf

### Training will include:

1. Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
2. Catch The Fire Toronto's policies related to the customer service standard
3. How to interact and communicate with people with various types of disabilities
4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
5. How to use the equipment or devices available on-site or otherwise that may help with providing services or facilities to people with disabilities. These include:
  - a. Wheelchairs

- b. Elevators
  - c. Automatic doors
6. What to do if a person with a disability is having difficulty in accessing Catch The Fire Toronto's services or facilities

## Feedback process

Catch The Fire Toronto welcomes feedback on how we provide accessible service. Feedback helps us identify barriers and respond to concerns. Those who wish to provide feedback on the way Catch The Fire Toronto provides services or facilities to people with disabilities can do so in the following way(s):

- Emailing [toronto@catchthefire.com](mailto:toronto@catchthefire.com)
- Completing our contact us page on our website
- Calling us at (416) 674-8463
- Speaking to the Church Operations Manager, Director or Senior Leaders on a Sunday
- Sending a letter to:
  - A/O Staff Care Department, 268 Attwell Drive, Toronto, ON, M9W 6M3

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

1. Directed to the Staff Care Department
2. The Staff Care Department will review and may follow up to understand the feedback
3. Will be discussed with the relevant departments to address
4. Plan to implement remedial measures, if applicable
5. Follow up with complainant

Those who provide feedback can expect to hear a confirmation of receipt within 5 days and follow up provided within 30 days of confirmation.

Catch The Fire Toronto will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## Availability of Documents

Catch The Fire Toronto will provide this document 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.

## Modifications to this or other policies

Any policies of Catch The Fire Toronto that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.