

Sherwood Park Lutheran Church
Leadership Meeting Agenda
Monday October 15, 2018

Date: October 15, 2018 Time: 7:00 pm

Present: Byron van Dijk, Megan Schwartz, Russ Malkoske (Treasurer), Cheryl Hemmett,
Dallas Ganske, Tim Friesen

Regrets: Laurie Bauschke

1. Welcome and Call to Order: Cheryl Hemmett
2. Adopt Meeting Minutes from September 12, 2018 **MSC LT 18-15**
3. Treasurer Report – Russ Malkoske
 - We are looking at a \$35,912 shortfall for 2019
 - Cheryl to talk to Candice about the expense for Confirmation.
 - Change Bible Study Expense from \$600 to \$300
 - Present the budget as is on November 4th
4. November 4th Congregational Town Hall Meeting
 - a. Russ to check with Sherril to have a couple of coffee teams for the meeting. Cheryl to check to make sure we have supplies for fellowship
 1. Vote on Constitutional Changes
 2. Present 2019 proposed budget
 3. Vote to call Pastor Erik and how the LT will be involved
 - a. Dallas Ganske & Tim Friesen to count the ballots
5. October 25th Meet and Greet
 - Leadership team will bring desserts
 - Leadership Team, Call Committee and Church Staff are invited to dinner with the congregation coming at 7pm for a short message and question and answer period for Pastor Erik.
6. Tim Friesen - Update on Accessibility policy
 - o See attachment
 - o Cheryl will go over the policy with the staff at their next monthly staff meeting.
7. Byron Van Dijk - Update on kitchenette in boardroom
 - o Byron will get started on the boardroom kitchenette will start the last two weeks in November. Byron submitted drawings for the kitchenette.
 - o Any expenses Byron will submit receipts for reimbursement.
8. Round Table
 - Update task list
 - Snow Clearing Contract for \$500 from November 2018 to March 2019.
9. Next meeting date will be November 19, 2018 @7pm
 - Cheryl will provide update for October to the congregation
10. Adjournment **MSC LT 18-16**

Accessibility Standards for Customer Service Policy

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Manitoba Regulation 171/2015* under the *Accessibility for Manitobans Act*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All services provided by Sherwood Park Lutheran Church (S.P.L.C.) shall follow the principles of dignity, Independence, integration and equal opportunity.

Scope

This policy applies to the provision of services at Sherwood Park Lutheran Church, 7 Tudor Crescent, Winnipeg, Manitoba.

This policy applies to S.P.L.C. Employees and volunteers who deal with the public or other third parties that act on behalf of S.P.L.C., including when the provision of services occurs off premises such as in the delivery of services. This policy applies to services offered by S.P.L.C.

The section of this policy that addresses the use of service animals applies at 7 Tudor Crescent, with the exception of areas where food preparation is occurring.

This policy shall also apply to all persons who participate in the development of S.P.L.C. Policies, practices and procedures governing the provision of services to members of the public or third parties.

Definitions

Accessibility – Related to this legislation, accessibility means giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product or environment.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of peoples with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Customer – for the purposes of this policy will mean any individual accessing S.P.L.C. for information or services.

Disability – A disability is a condition that limits a person's daily activities. Persons with disabilities may have long-term physical, mental, intellectual or sensory impairments, which, in interaction with various barriers, may hinder their participation on an equal basis with others. A disability, aging, an injury and other life events may temporarily or permanently affect mobility, dexterity (use of hands), vision, hearing, communication, understanding or mental health.

Service Animal – A service animal is defined in The Human Rights Code to be “an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability.” While an animal may not have received formal training, if the person relying on the animal can demonstrate that it is an integral part of their disability related treatment program, the animal may be considered a “service animal.”

Support Person – A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Manitoba Regulation #171/2015*, the policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- Communication
- The Use of Assistive Devices
- The Use of Support Persons
- The Use of Service Animals
- Maintain Barrier-Free Accessibility Notice of Temporary Service Disruptions
- Customer Feedback
- Training

The Provisions of Goods and Services to Persons with Disabilities

- S.P.L.C. Is committed to the Accessibility for Manitobans Act and its accessibility standards.
- S.P.L.C. Is committed to excellence in serving all people including those with disabilities.
- Our policies, practices and procedures are consistent with the principles of dignity, Independence, integration and equal opportunity for all people with disabilities. Any policies of S.P.L.C. That do not respect and promote these principles will be modified or removed.

Communication

S.P.L.C. Will communicate with people disabled by barriers in ways that take in to account the nature of the barrier. This may include the following:

- Easy to read fonts and plain language.
- Paper and pen available at reception.
- All staff will be trained to recognize barriers to communication and work with the customer to determine what method of communication works best for them.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by S.P.L.C.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to the service. For example, where elevators are not available and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Support Persons

If a customer with a disability is accompanied by a support person, S.P.L.C. Will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, S.P.L.C. Will make every reasonable attempt to resolve the issue.

Consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Although in many (most) cases there would be no charge for a support person, if payment is required by a support person for admission to any event hosted by S.P.L.C., S.P.L.C. will ensure that notice is given in advance by posting notice of admission fees for support persons where S.P.L.C. Fees are posted.

Service Animals

A customer with a disability who is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to service animals.

If a service animal is excluded by law, S.P.L.C. will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Recognizing a Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, S.P.L.C. May ask:

- Is the animal assisting you?
- What assistance has the animal been trained to provide related to your disability?

Care and Control of the Animal:

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

Balancing Rights:

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, S.P.L.C. Will make all reasonable efforts to meet the needs of the individuals. Reasonable assessment of the situation will be required and a decision would be applied in favour of the party who would experience the greater discrimination.

Maintain Barrier-Free Access

S.P.L.C. Will maintain barrier-free access by:

- Keeping hallways and waiting/meeting rooms clear of clutter such as boxes.
- Keep entrance ways cleared of snow and ice.
- Ensure that the placement of standing signage is not a tripping hazard.
- Have space for mobility devices in the waiting area.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within control or knowledge of S.P.L.C.. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use S.P.L.C. Services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

- Services that are disrupted or unavailable reason for the disruption.
- Anticipated duration.
- A description of alternative services or options.

When disruptions occur, S.P.L.C. will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the S.P.L.C. Website.
- Contacting customers with appointments.
- Verbally notifying customers when they are making a reservation or appointment; or by any other method that may be reasonable under the circumstances.

Feedback Process

S.P.L.C. Shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the S.P.L.C. website or by contacting S.P.L.C. office. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or e-mail), will be available upon request.

Submitting Feedback

Customers can submit feedback to Mary Snyder, Office Administrative Assistant; phone (204) 661-3947 or by e-mail at office@sherpark.ca

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within 7 working days.

Training

Training will be provided to:

- All employees and volunteers who deal with the public or other third parties at S.P.L.C..
- Those who are involved in the development and approval of customer service policies, practices and procedures at S.P.L.C..

Training will include:

- A review of the background and purpose of the *Accessibility for Manitobans Act*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Manitoba Regulation 171/2015*.
- Instructions on how to interact with people and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person, including handling of admission fees for a support person.
- Instructions on how to use the equipment or devices on-site or otherwise provided, to help people access goods and services or facilities. These include:
 - ◆ Elevator to lower level.
- Instructions on what to do if a person with a disability is having difficulty accessing our goods, services or facilities.
- Staff will be informed and/or trained when changes are made to our accessible customer service policies.

Training Schedule

S.P.L.C. provided training to staff. Training will be provided to new employees and volunteers who deal with the public or act on our behalf during orientation. Additional training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

S.P.L.C. will keep a record of training including the dates training was provided and the number of employees who attended the training.

Administration

If you have any questions or concerns about this policy or its related procedures please contact Sherwood Park Lutheran Church's office, by phone at (204) 661-3947 or by e-mail at office@sherpark.ca. Information on this policy can be found on our website at www.sherpark.ca

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Acknowledgement and Agreement

I, _____, acknowledge that I have read and understand the Accessibility Standards for Customer Service Policy of S.P.L.C.. Further, I agree to adhere to the Policy and will ensure that employees or volunteers working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action.

Name: _____

Signature: _____

Date: _____

Witness: _____

Notice of Service Disruption

Dear: _____

The (insert services that are unavailable) will be out of service for (insert reason for disruption) from (insert appropriate date) until (if known, insert appropriate date).

The following alternative services and options are available:

(List options)

We regret any inconvenience this may cause. If you have questions or concerns, please contact Mary Snyder our Administrative Assistant by phone at (204) 661-3947 or by e-mail at office@sherpark.ca.

Thank you for your understanding and patience.

Sherwood Park Lutheran Church

Customer Service Feedback Form

Thank you for visiting Sherwood Park Lutheran Church. We value your opinoin and will strive to meet everyone's needs.

Please tell us the date of your visit: _____

1.) Were you satisfied with the customer service we provided you?

Circle One

Yes	No	Somewhat
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Comments

2.) Was our customer service provided to you in an accessible manner?

Circle One

Yes	No	Somewhat
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Comments

3.) Did you expirience any problems accessing our services?

Circle One

Yes	No	Somewhat
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Comments

Contact Information (optional)

Name: _____

Phone Number: _____

E-mail: _____

Thank you,