

Policy:	Accessibility and Customer Service		
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1. Policy

The Salvation Army Canada and Bermuda Territory is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under applicable legislation such as the Accessibility for Ontarians with Disabilities Act and the Accessibility for Manitobans Act.

This Policy can be provided in an alternate accessible format to anyone upon request.

2. Purpose

In fulfilling its mission, The Salvation Army (TSA) will strive to provide its goods and services in a way that respects the dignity and independence of people with disabilities. TSA is committed to supporting its mission partners who live with disabilities and removing and preventing barriers to accessibility in its operations. TSA will strive to provide barrier-free environments when undertaking new builds and major renovations, in accordance with legal requirements under accessibility legislation and local building codes.

3. Scope

Although accessibility legislation does not exist in every jurisdiction, the intent of the policy is for it to apply to TSA operations across the territory. It is expected that all ministry units will comply with the spirit of this policy, even in jurisdictions where there is no legal requirement to do so.

The policy must be strictly adhered to in Ontario and Manitoba.

4. Definitions

Refer to the applicable provincial legislation regarding relevant definitions which may differ slightly in each jurisdiction.

Term or Acronym	Description
Disability	<ul style="list-style-type: none"> Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defects or illness and without limiting the generality of the foregoing includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of

Term or Acronym	Description
	<p>physical co-ordination, blindness or visual impediment, deafness or hearing impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.</p> <ul style="list-style-type: none"> • A condition of mental impairment or a developmental disability. • A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language. • A mental disorder. • An injury or disability for which benefits were claimed or received under the insurance plan established under workers' compensation acts.
Supervisor	A person who has charge of a workplace or authority over a mission partner.
Mission Partner	All officers, auxiliary-lieutenants, auxiliary-captains, envoys, cadets, employees (full-time, part-time, casual or on contract) and volunteers. When external entities such as Workers' Compensation, AODA, etc., use "worker," it is understood the term mission partner includes "workers" as described by these entities..
Workplace	Any place where a mission partner performs work or is likely to be engaged in any work. This may include, for instance, a motor vehicle, a mobile emergency response unit or an off-site location such as a hospital or prison. The definition of workplace may be interpreted differently under statutes such as Human Rights and Workers' Compensation Acts

5. Roles and Responsibilities

5.1. Mission partners

All mission partners must adhere to the requirements of this policy. This includes key volunteers.

5.2. Supervisors

Are responsible for ensuring this policy is followed in their areas of responsibility and ensuring mission partners are aware of the policy's requirements. In conjunction with TSA, supervisors will ensure this policy is available to all mission partners.

5.3. TSA

Is responsible for ensuring its policies meet TSA's mission and operational requirements, as well as any legislative requirements. TSA will review this policy annually, revise it appropriately and post it on The Salvation Army Canada and Bermuda territory's national websites.

6. Policy Requirements

6.1. Accessible Customer Service Policy Program

6.1.1. Communication

Mission partners will communicate with people with disabilities in ways that take into account their disability.

Mission partners will offer to communicate with persons by whatever means of communication may be appropriate for a client, congregant or colleague, for example, in writing, in-person, relay services, etc.

6.1.2. Accessible Feedback Process

Persons with disabilities are invited to provide feedback at the local ministry unit level and are invited to share their comments using whatever means appropriate, including by email, in person, etc. For further details, refer to TSA's website at www.SalvationArmy.ca.

Documentation describing the feedback process can be made available in an accessible format by TSA upon request.

Mission partners will document any resulting actions that stem from the feedback process and make such documentation available upon request.

6.1.3. Assistive Devices

Mission partners will be trained to be familiar with various assistive devices that may be used by clients with disabilities while accessing TSA services.

6.1.4. Use of Service Animals and Support Persons

Mission partners will be trained on how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter TSA premises with their support person to access TSA's services.

6.2. Information and Communications

6.2.1. Notice of Temporary Disruption

TSA will provide notice of any planned or unexpected disruption affecting the ministry unit or workplace. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The notice will be placed at all public service counters on TSA premises and will be sent to affected mission partners.

6.2.2. Information in Alternate Accessible Formats

Each ministry unit will prominently display a notice indicating that documents and/or information are available to the public in alternate accessible formats upon request.

6.2.3. Emergency Procedures

If a ministry unit prepares emergency procedures, plans or public safety information and makes that information available to the public, the ministry unit shall provide the information in an accessible format or with communication supports upon request.

6.2.4. Websites (National and Ontario-based)

- Ministry Units, Divisions and Departments
 - Must comply with the requirements of [CM 09.002 Websites](#) policy.
- National and Ontario Based
 - TSA's national websites, as well as ministry unit websites in Ontario, must comply with the WCAG 2.0 Level AA standard for accessible websites. National and Ontario-based websites that do not meet this standard will be deactivated. Ministry units must periodically ensure that their websites are compliant with legislation.
- Websites in Manitoba
 - New website content in Manitoba must meet the WCAG 2.1 level AA guidelines. If a web application is launched or significantly refreshed, it must also meet the WCAG 2.1 Level AA guidelines.

6.3. Training for Mission Partners

6.3.1. Mission Partner Training

Supervisors, in conjunction with TSA, will ensure that accessibility training is provided to all mission partners. E-training for mission partners is available by accessing e-courses at: <https://vubiz.com/ChAccess/SalvationArmy/>.

6.3.2. Volunteer Training

Ministry unit leaders, in conjunction with TSA, will provide training to key volunteers who:

- Interact with the public
- Handle websites and social media on behalf of TSA
- Advise on property-related projects
- Are involved in the development and approval of customer service policies, practices and procedures
- Recruit, select, train, manage, supervise or coordinate others

Volunteer training will be provided upon orientation, and refresher courses will be made available as appropriate.

6.3.3. Accessibility Training Elements

Accessibility training for mission partners and key volunteers will include the following:

- 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 equipment or devices, e.g., relay devices, wheelchair lifts, etc., available on TSA's premises, or other mechanisms that may help with the provision of services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing TSA's services and how to report customer service feedback.
- Specific TSA individual ministry unit policies, practices and procedures relating to the accessible customer service standards for that specific facility and equipment.
- In Ontario and Manitoba, training must include information about accessible legislation and the Human Rights Code as it relates to people with disabilities.

TSA will provide ongoing training when revisions are made to its accessibility policies.

6.4. Accessibility for Mission Partners

6.4.1. Mission Partners with Disabilities

Mission partners with disabilities will be supported in the following ways:

- During the recruitment process, job candidates will be provided with accommodations, upon request.
- Generalized workplace information that is normally made available to all mission partners will be provided in alternative accessible formats, upon request, and in consultation with the mission partner.
- Emergency-related information will be made available to mission partners with known disabilities. To ensure the safety of all mission partners, supervisors will, if aware that a disabled mission partner may need accommodation, work with that person to develop an individualized emergency plan. Supervisors will review the emergency information each time there is a change in the mission partner's workspace and/or whenever other factors require that the emergency information be reviewed. Supervisors will periodically offer the opportunity for staff to request an individualized emergency plan.
- If a mission partner requires accommodation, supervisors will, in consultation with a mission partner with a disability and with human relations (HR), develop a written accommodation plan to assist the mission partner in completing their role, in accordance with TSA's protocols on developing accommodation plans. The accommodation plan must be reviewed when there is a change in the mission partner's workspace, role, and/or whenever other factors require that the accommodation plan be reviewed.

- Supervisors, in consultation with HR and other stakeholders, will adhere to TSA's return-to-work protocols for mission partners returning to the workplace after a disability-related absence.
- Performance management, performance appraisals and other individual career development tools will take into account the accessibility needs of mission partners with disabilities when managing and assessing performance. The mission partner's disability must be taken into consideration when making decisions on promotions, transfers, and appointments.
- TSA in Manitoba must develop an accommodation training policy. A summary of the content of the training must be made available in accessible formats upon request, and training records must be kept in mission partners' personnel files.

6.5. Public Spaces

6.5.1. New Builds and Major Renovations

New building projects and major renovations of public spaces must address accessibility requirements in local building codes. Public spaces include service counters, outdoor play areas, recreational trails, beach access routes, parking lots, fixed waiting lines, outdoor public eating areas, paths of travel and waiting areas with fixed seating. Other aspects of barrier-free accessibility must also be considered, such as doors, ramps, washrooms, fire alarms systems, etc. Ministry units will consult with the DHQ/THQ Property Department prior to committing to new builds or renovations, which include accessibility elements.

6.5.2. Providers of Goods and Services

Contracts for professional services and/or the provision of property-related goods (such as architects, builders, contractors, or suppliers of playground apparatus, service counters, etc.) must ensure compliance with the Accessibility for Ontarians with Disabilities Act, and/or the Accessibility for Manitobans Act, and the local building code. Contracts and quotes should include such expectations.

6.6. Multi-Year Plan

For further details on TSA initiatives and commitments, see the attached multi-year plan.

7. Policy Compliance

7.1. For the individual

Compliance with this policy is mandatory. Non-compliance may lead to disciplinary action as determined by TSA policy.

7.2. For the supervisor/department/DHQ

Supervisors must periodically evaluate the implementation of this policy to ensure compliance.

7.3. For The Salvation Army

TSA will support supervisors in their duty to comply with policy requirements.

8. Procedure Links

NA

9. Form Links

NA

10. Related Policy and Document Links

[CM 09.002 Websites](#)

[Multi-Year Accessibility Plan 2021](#)

11. Approval and Document Control

Approved by:

TERRITORIAL MANAGEMENT BOARD
Canada and Bermuda Territory

Only the online version of this operating policy is official and current.

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