Accessibility

In this file you will find:

1. A Summary of expectations for emergency shelters from territorial policies, guidelines, and Accreditation Standards (please
2. A link to The Salvation Army's Territorial Accessible Customer Service Statement
3. A link to The Salvation Army's Territorial Policy on Accessibility and Customer Service (en français: Politique territoriale sur l'accessibilité des services à la clientele)
4. Resources – Training & information (en français: Ressources – Formation & renseignements)

Summary of Expectations

1. Territorial Management Operating Policies

- **Accessible Customer Service Policy Statement:**
  "The Salvation Army will:
    - Consider a person's disability when communicating with them
    - Allow assistive devices such as wheelchairs, walkers and oxygen tanks
    - Allow service animals
    - Welcome support persons
    - Let customers know when accessible services aren't available
    - Invite customers to provide feedback"
- **OP 7912 – Territorial Policy on Accessibility and Customer Service:**
  "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. … Each workplace will develop, implement and post a specific Accessible Customer Service Policy Program at their location which meets applicable legislative requirements, as well as the requirements of this policy. This program will be based on the elements outlined in section 4 of this policy."

2. Territorial Social Services – Emergency Shelter Operating Principles

- **Principle 1:** "We take a person-centred, holistic approach and ensure that people with particular vulnerabilities are supported. … People who are transgender and people with physical disabilities receive special mention in this principle because staff need to be trained and buildings need to be adapted simply to ensure these clients can access a shelter and its services the way that other clients can."

3. Territorial Accreditation Standards

- **Chapter 3: Facility**
  - **3.2.5 – Building Emergency Plans:** "Procedures shall be in place to ensure that all clients and staff are familiar with those parts of the fire and disaster contingency plans that are appropriate to them. Procedures shall be in place to identify and assist staff and clients who may require additional assistance during a fire or other disaster."
- **Chapter 15: Emergency Shelters**
  - **15.2.5 – Policy & Procedure Manual:** "A ministry unit policy and procedure manual shall be available to all staff and shall include at a minimum:
    … ☐ supporting people with disabilities (OP 7912) …."
  - **15.3.3 – Staff Training:** "Ongoing staff training related to The Salvation Army Emergency Shelter Operating Principles will occur to meet the development needs of the shelter. All shelter staff must have training in at least one of the following areas:
    … ☐ accessible customer service …"

Accessible Customer Service Policy Statement

The Salvation Army Canada and Bermuda Territory

Available: http://www.salvationarmy.ca/accessible-customer-service-policy-statement

Policy on Accessibility and Customer Service

The Salvation Army Canada and Bermuda Territory

Operating Policy 7912 – Territorial Policy on Accessibility and Customer Service

Effective: June 01, 2011

Revised: August 20, 2014

Available: http://www.salvationarmy.ca/territorial-policy-on-accessibility-and-customer-service/

Available: Lotus Notes – Operating Policies

Politique territoriale sur l'accessibilité des services à la clientèle

L'Armée du Salut du territoire du Canada et des Bermudes

Manuel d'administration 7912 – Politique territoriale sur l'accessibilité des services à la clientèle

Date d'entrée en vigueur : 1er juin 2011

Date de la revision : 20 août 2014

Disponible : http://armeedusalut.ca/enonce-daccessibilite-au-service-a-la-clientele

Disponible : Lotus Notes – Manuel d'administration

Resources – Training & information

ServeAbility: Transforming Ontario's Customer Service
http://curriculum.org/sae-en/

This free online course will help you better serve customers with disabilities. It will take approximately 45 minutes to complete. ServeAbility is designed to be accessible to everyone. You can navigate with the use of a keyboard, review the course with a screen reader (JAWS) and run closed captioning.

Additional tips and tools for ensuring accessibility in buildings, spaces, communications, customer service, and event planning:
ServeAbility – Resources Section: http://curriculum.org/sae-en/resources.php
Accessible Campus: http://www.accessiblecampus.ca

Ressources – Formation et renseignements

ServiceABILITÉ : Renouvellement des services à la clientèle de l'Ontario
http://curriculum.org/sae-fr/

Ce cours est en-ligne et gratuit. Ce cours vous aidera à mieux servir les clientes et clients handicapé(e)s. Il vous faudra environ 45 minutes pour le terminer, et les décideurs devraient prévoir 20 minutes environ. Service-ABILITÉ est conçu pour être accessible à tout le monde. Vous pouvez naviguer à l'aide d'un clavier, consulter le cours avec un lecteur-écran (JAWS) et utiliser le sous‑titrage codé.

Pour de plus amples renseignements, trucs, et outils :
Service-ABILITÉ – Section ressources : http://curriculum.org/sae-fr/resources.php
Campus Accessible : http://www.accessiblecampus.ca/fr