

Beth Avraham Yoseph of Toronto

Accessible Service Plan Providing Goods and Services to People with Disabilities

Beth Avraham Yoseph of Toronto Congregation (hereonin referred to as "BAYT") is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will 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 members and guests with disabilities while accessing our goods or services.

Communication

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

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.

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.

Fees will be charged to the support person for admission to **meal events (viz., Shabbat and holiday luncheons and dinners, Tribute Dinners) and to attend High Holiday services on BAYT's** premises. A fee will only be levied in the case that the support person joins in the meal itself. With respect to High Holiday services, a fee will only be charged if the support person is required to remain with the client and thus occupy a seat. In both the above situations, a discounted student rate will be charged.

We will notify customers of this through a notice posted on our premises and **inclusion in our mailing, emails and website.**

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **BAYT** will notify customers 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.

The notice will be placed at **all points of entry, our website, and will communicated to our members via email. Any ba'alei simcha and facility renters will also be notified so they may inform their attendees.**

Training

BAYT will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

All clergy, managers, administrative personnel and custodians, youth staff and Mikvah attendants.

This training will be provided to staff **within one month of their hire.**

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **BAYT's** plan related to the customer service standard.
- 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 **assistive devices available within BAYT's premises**
- What to do if a person with a disability is having difficulty in accessing **BAYT's** goods and services
- Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **BAYT** provides goods and services to people with disabilities can **contact our office via phone (905-886-3810), email (admin@bayt.ca), in person, or via the contact us form on our website (www.bayt.ca/contact-us.html).**

All feedback, including complaints, will be **forwarded to the Executive Director.**

Customers can expect to hear back in **three working days.**

Notice of availability

BAYT will notify the public that our policies are available upon request by posting them to our website, bulletin boards, and making reference to them in our general email and members' mailings.

Modifications to this or other policies

Any policy of **BAYT** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.