


Policy Name:	COMMUNICATING WITH PEOPLE WITH DISABILITIES		
Policy Number:	AODA-102	Formerly	AODA-2
 West Elgin Community Health Centre	Creation Date: November 2011	Reviewed Date: March 2018	Approved by: Executive Director

POLICY STATEMENT

The West Elgin Community Health Centre (the “Centre”) is committed to effectively communicating with people with disabilities.

APPLICATION

This policy applies to:

- All staff, volunteers, students, contractors, consultants and others working on behalf of the Centre and who communicate with clients, consumers and the public.
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

PROCEDURES

We ensure that the Centre will do this by:

- Giving consideration to individual disabilities when communicating
- Educating staff, students, volunteers and others about providing effective ways of communicating with people with disabilities
- Using appropriate language when referring to people with disabilities and taking action when unacceptable terms are used
- Soliciting feedback about our communications from clients, consumers, experts and others
- Keeping current with communication technology and standards for people with disabilities.

The Centre will develop and enforce communication criteria that provide a range of options to make all communication more accessible to people with disabilities. We will do this by

- Adopting current best practices whenever possible
- Educating staff, students and volunteers about best methods to use when communicating with individuals having disabilities

When possible, the Centre will provide aids that are used to help people with a disability communicate for use within the Centre (e.g., text readers, amplifiers, screen magnifiers, and interpretation).

Staff, students and volunteers will communicate with clients over the telephone and in person in clear and plain language.

When possible, the Centre will offer alternative formats for communication in order to address the needs of people with disabilities (e.g. large print, Braille, etc.).

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DEFINITIONS

ASSISTIVE COMMUNICATIONS DEVICES

Assistive communication devices can be software or aids that are used to help people with a disability communicate. Examples of assistive communication devices are: text readers, amplifiers, screen magnifiers, captioning and interpretation.

COMMUNICATION

A process of providing, sending, receiving and understanding information..
Communication is a two-way exchange.

DISABILITY

The definition of “disability” can be found under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

FORMATS

Describe medium used such as CD, electronic or paper.

STANDARD

Mean the Accessibility Standards for Customer Service.

LIMITATIONS

THIS POLICY DOES NOT COVER

- Internal communications
- Communications that are from third-parties which we forward to others
- Communication that are under copyright and cannot be altered by our organization.