

Policy Name:	Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - COMMUNICATING WITH PERSONS WITH DISABILITIES		
Policy Number:	AODA-102	Formerly	AODA-2
	Creation Date: November 2011	Reviewed Date: December 2023	Approved by: Executive Director

POLICY STATEMENT

The West Elgin Community Health Centre (the “Centre”) is committed to effectively communicating with persons 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 Directors, volunteers and others who are involved in developing policies and procedures regarding the standards.

PROCEDURES

We ensure that the Centre will do this by:

- Communicating in a manner that takes into account the person’s disability.
- Educating staff, students, volunteers and others about providing effective ways of communicating with persons with disabilities.
- Using appropriate language when referring to persons 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 persons with disabilities.

The Centre will develop and enforce communication criteria that provide a range of options to make all communication more accessible to persons 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 persons with disabilities.

When possible, the Centre will provide aids that are used to help persons 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, and other individuals, 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 persons 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 persons 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 and in the Ontario Human Rights Code

FORMATS

Describe medium used such as CD, electronic or paper.

STANDARD

Mean the Customer Service Standard (Part IV.2) under Ontario Regulation 191/11 Integrated Accessibility Standards.

LIMITATIONS

THIS POLICY DOES NOT COVER

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

CROSS-REFERENCE

POLICY AODA-101 Our Commitment – Accessibility for Persons with Disabilities

POLICY AODA-103 Customer Service – Use of Assistive Devices

POLICY AODA-104 Customer Service – Support Persons

POLICY AODA-105 Customer Service – Service Animals

POLICY AODA-106 Customer Service – Notice of Disruptions in Service Procedures

POLICY AODA-107 Customer Service – Accessibility Feedback Procedure

POLICY AODA-108 Integrated Accessibility Standards (IASR) – Information, Communication and Employment