

Manual:	AODA Manual – Customer Service	Policy Number:	102
Subject:	COMMUNICATING WITH PEOPLE WITH DISABILITIES POLICY		
Developed:	May 2011		
Revised:			
Approved:	December 2011		
References:	BHO Standard		
Policy References:	Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
Approved by:	Executive Director		

Policy Summary

This policy describes how Langs will communicate with people with disabilities.

Purpose

1. This policy describes how Langs will take in account a range of disabilities.
2. This policy further describes the communication criteria that must be taken into account when communications are developed and distributed.

Policy Statement

1. Langs strive to communicate effectively with people with disabilities. We will do this by:
 - Taking into account 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.
2. Langs will develop and enforce communication criteria that provides a range of options to make all of our communication more accessible to people with disabilities. We will do this by:
 - Adapting current best practices whenever possible
 - Ensuring there is a quality control process for communications

Procedures

1. When possible, Langs will provide aids that are used to help people with a disability communicate (e.g., text readers, amplifiers, screen magnifiers, and interpretation)
2. Staff, students and volunteers will communicate with clients over the telephone and in person in clear and plain language.
3. When possible, Langs will offer alternative formats for communication in order to address the needs of people with disabilities (e.g., large print, Braille, etc.).

Definitions

Assistive Communications 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. Examples of methods of communications are: spoken, written, graphic, symbolic, electronic and sign language.

Disability:

The definition of “disability” used in 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:

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

Applicability

This policy and its sub-policies apply to:

- all staff, volunteers, students, contractors, consultants and others working on behalf of Langs 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

