

Manual:	AODA	Policy Number:	102
Subject:	Communicating with People with Disabilities		
Developed:	May 2011		
Revised:	December 2013, June 2018		
Approved:	December 2011, December 2013, June 2018		
References:	CCA Standard ORG-PS-1.4, ORG-COM-4.4, ORG-PS-3.3		
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		

102 COMMUNICATING WITH PEOPLE WITH DISABILITIES

Purpose

- This policy describes how Langs will communicate with people with disabilities.
- This policy describes how Langs will take into account a range of disabilities.
- This policy describes the communication criteria that must be taken into account when communications are developed and distributed.

Policy Statement

- 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; and
 - keeping current with communication technology and standards for people with disabilities.
- Langs will develop and enforce communication criteria that provide 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; and
 - ensuring there is a quality control process for communications.

Procedures

- 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)
- Staff, students and volunteers will communicate with clients over the telephone and in person in clear and plain language.
- 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 - Are 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 media 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; or
- 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; and
- staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard.