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Number:
AL-AC-C0002

**ACCESSIBLE CUSTOMER SERVICE –
COMMUNICATION**

POLICY

As an organization, we will ensure we communicate with a person with a disability in a manner that takes into account their disability.

PROCEDURES

CMHA is committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in ensuring we communicate in a respectful manner.

Language plays a critical role in shaping and reflecting our thoughts, beliefs and feelings. The language we use to talk about disability plays an important part in the way society views people with disabilities. They can positively or negatively influence and reinforce perceptions of people with disabilities.

Communication:

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities in person, over the telephone or through written communication.

We are committed to providing fully accessible telephone service to our customers.

We will offer to communicate with individuals in person, email or fax if telephone communication is not suitable to their communication needs or is not available.

Billing:

We committed to providing assessable invoices to all individuals. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions individuals may have about the content of the invoice in person, by telephone or by email.

REFERENCE DOCUMENTS

AUTHORITY: CEO