



## General Policy & Procedure

Policy Name: Accessible Communications		Policy #: 10:20:07
Section: Administration	Subsection: Quality and Risk Management	
Policy Owner: Senior Manager, Clinical Services	Approval Date: December 2017	Revision Date: September 2021

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### POLICY

Everyone has the right to have equal access to goods and services. Effective communication is essential to have equal access. People have the right to communicate and receive communication in the manner in which they require.

St.Amant commits to ensure that everyone can access and understand information provided by the organization and that people can communicate in ways that meet their needs. When engaging with a person who self-identifies as being disabled by a Barrier, St.Amant employees communicate with the person in ways that take into account the Barrier. Consistent with standards of The Accessibility for Manitobans Act (AMA), St.Amant makes every reasonable effort to reduce or remove any Barriers to effective communication. St.Amant is committed to providing information in ways that are accessible and meet people's needs.

### PROCEDURE

1. Employees provide an active offer to accommodate by asking "How may I help?" or "Is there anything I should do while we are communicating?"
2. Employees speak to the person disabled by a Barrier directly, and not only to a person accompanying him/her. If necessary, employees ask the person who to ask to help, such as a Support Person, to facilitate the exchange.
3. Employees follow any directions that are given to help facilitate communication. If Assistive Devices / materials are required, employees support their use.
4. Employees are required to complete mandatory training on how to interact and communicate with people with a Communication Disability.
5. Accessibility is considered when developing written materials and training information to ensure best practice regarding font size, language complexity and colour contrast standards.

6. Availability of accessible and alternate version of information is displayed clearly on publications, electronic and written versions of documents and the St.Amant website.
7. Documents such as application forms and brochures are readily available in PDF and Word formats. Any other Accessible and alternate Formats are proactively offered (e.g. "This document is available in alternate formats upon request.")
8. Requests for alternate formats for documentation are accommodated in a reasonable time frame. Accessible versions of information may include, but is not limited to, large print, Braille, captioning, translation into other languages and audio recordings.
9. Accessibility features are considered in the design of the St.Amant website.

**DEFINITION OF TERMS**

The following definition(s) apply to this policy only and are not necessarily intended for organization-wide use.

<b>Term</b>	<b>Definition</b>
Accessibility	Giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product or environment.
Accessible formats	Any form of large font, simple language, recorded audio, Braille, or other formats usable by people disabled by a Barrier.
Assistive device	A personal device used to assist persons with disabilities in order to perform daily activities such as mobility, communication, working, reading, etc.
Barrier	For a person who has a physical, mental, intellectual or sensory disability, a Barrier is anything that interacts with that disability in a way that may hinder the person’s full and effective participation in society on an equal basis.
Communication Disability	A disability that affects a person’s ability to communicate effectively with others. A person may have difficulty speaking and/or understand what other people are saying.

The Accessibility for Manitobans Act	The Accessibility for Manitobans Act (AMA) outlines a clear and proactive process to identify, remove and prevent Barriers in key areas of daily living.
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**REFERENCES**

<b>Policy Source &amp; #</b>	<b>Policy Title</b>
St.Amant GPP #10:20:04	Accessibility Feedback Process
St.Amant GPP #10:20:05	Accessibility of Public Events
St.Amant GPP #10:20:06	Accessible Built Environment
St.Amant GPP #10:20:11	Support Persons for People Disabled by Barriers
St.Amant GPP #10:20:14	Use of Assistive Devices
Care Quality Commission	Accessible Communications Policy
City of Ottawa	Accessibility Policy
Communication Disability Access Canada	Communication Access
Manitoba Disabilities Issues Office	Accessibility Standard for Customer Service: Employer's Handbook
The Accessibility for Manitobans Act	Customer Service Standard Regulation
WRHA Policy #10.60.030	Accessibility for Persons Disabled by Barriers: Customer Service