

PROCEDURE: AODA-003

Communication

Policy

OCAPDD is committed to providing accessible information and communications to all employees and customers.

Purpose

The purpose of this policy is to identify the manner in which OCAPDD will accommodate employees, customers and people with disabilities with their communication needs.

Procedures

OCAPDD employees will address each person's service needs by asking how they would prefer to communicate.

OCAPDD will ensure that employees receive training on how to communicate with customers with various disabilities.

Employees are responsible to communicate as per the request of the customer whether in person, email, telephone, and/or regular mail. If the request for the communication method cannot be met, explain what communication methods are available and accommodate where possible.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of OCAPDD, whether the person does so as an employee, agent, volunteer or otherwise.

“Customers” shall mean any person who receives goods or services, including individuals supported by OCAPDD.