

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021-5
<b>Section</b>	Customer Service	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Communicating with People with Disabilities</b>	<b>Page</b>	Page 1 of 5
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant		

### POLICY

Staff of Villa Italia Retirement Residence will communicate with persons who have disabilities in ways that are respectful and take into account the person's disability.

### GUIDING PRINCIPLES

To ensure that all persons enjoy unhindered and respectful access to goods, services, programs and opportunities provided by Villa Italia Retirement Residence, irrespective of their method of communication, while maintaining their dignity and independence.

### PURPOSE

To ensure that all persons providing goods and services on behalf of Villa Italia Retirement Residence shall take into account the communication needs of persons with disabilities.

### GOALS

To facilitate efficient, effective and respectful provision of goods, services, programs and opportunities to persons with disabilities.

To ensure that staff know how to provide service in various manners or know who is able to and/or assigned to provide same including accessing interpreters, interveners, large print, audio formats, Braille, hand-writing and texting formats.

### DEFINITIONS

Communication is a process of providing, sending, receiving and understanding information. Communication must take place in a manner that takes into account the individual's disability. This means that you must consider how the disability affects the way that the person expresses, receives or processes communications.

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### RESPONSIBILITY

It is the responsibility of all management, staff, volunteers, agency workers, contractors and consultants, working on behalf of Villa Italia Retirement Residence to follow and carry out the procedures outlined below.

All management, staff, and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agency workers, contractors and/or consultants to work on behalf of Villa Italia Retirement Residence will ensure that they are made aware of the purpose and intent of this policy and its procedures.

### PROCEDURES

Staff will ensure that inclusive methods of communications will be made available to persons who have disabilities and ensure that they are adapted, where possible, to take into account a person's disability.

Villa Italia Retirement Residence will notify the public regarding the different kinds of inclusive communication methods available to them when using and or accessing goods, services and programs and staff will provide the procedures to the public on how to use these methods.

Staff will be knowledgeable about the variety of communication methods available and must know how to provide them in various ways or know who in the organization has the skill to perform certain functions, or know where to access such services.

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Finding a suitable communication method may require staff to explore options depending upon the situation or circumstances. For example, someone who is unable to speak or has difficulty speaking may use gestures, pen and paper or typing back and forth, when the information being exchanged is simple or straightforward. Other people with speech disabilities may use electronic communication systems and though it might be difficult to understand the synthetic voice, taking the time to listen carefully or to observe a visual display of the information, will often allow effective communication.

Staff that provide goods, services, programs and opportunities to the public, will be trained on how to communicate with persons with different kinds or types of disabilities.

Whenever possible, staff will plan ahead when providing goods, services, programs and opportunities to ensure that technical devices, which assist communication, are fully operational and appropriate for the needs of the individuals or group with disabilities.

When unavoidable, staff will direct persons with disabilities to alternate locations, where it is convenient to the person requiring service, so that they have access to appropriate communication methods, or arrange a time when a communication device or assistance can be made available.

### **Guidelines for Meetings and Open Houses**

Consideration will be given when scheduling, organizing and setting up meetings, information centres and open houses.

Where possible, in accordance with the procedures, accessibility supports such as interpreters, interveners, etc. will be made available on request. Note that these services will have to be scheduled or booked at least five (5) working days or more, in advance.

Staff must ensure that certain assistive devices are provided at scheduled meetings, information centres and open houses. Other types of assistive devices may be available on request with advance notice.

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These assistive devices may include but are not limited to: pen and paper, electronic copies of presentations, large print documents (where practicable) and magnification devices.

Documents will be made available, on request, in Braille, large print and in electronic format. These requests could take from 24 hours to ten (10) or more working days to provide materials. Staff will advise the individual of the approximate length of time before their request is filled. Where possible, a limited number of large print copies will be made available.

Advertisements and notices of meetings, information centres, open houses, including the provision of programs or services, will indicate the level of accessibility of the venue and/or where the accessible locations are and any accessibility supports being provided.

Staff will also provide a contact name and telephone number for persons with disabilities or their designate to call to make arrangements for accessibility support in advance of the meetings, information centres or open houses.

### **BILLING**

Where reasonably possible, Villa Italia Retirement Residence will enquire whether billing information, tax bills, invoices, etc. are required in an alternate format for persons receiving goods and services. This enquiry can be done in a variety of ways such as inserts in monthly invoices and correspondence or on the Villa Italia Retirement Residence website. Examples of alternate formats include but not limited to, hard copies, large print, and e-mails. Alternate formats will need to be requested in advance.

### **RECORD KEEPING**

Where reasonably possible, staff, with the written consent of the person with a disability who may be a regular participant or service user, will indicate and record their specific communication needs for future reference, if deemed necessary and appropriate.

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### FORMS

Request for Accessible Customer Service Documentation in an Alternative Format  
– Form # HS-FRM-088

**VILLA ITALIA RETIREMENT RESIDENCE**  
**Request for Accessible Customer Service Documentation in an Alternative Format**  
**FORM # HS-FRM-088**

We are committed to providing information in the format that meets your needs. If you need information in an alternative format, please use this form and let us know what format will work for you. Alternatively, you can visit or call the building office to make a request.

Name:	
Address:	
City, Town, Postal Code:	
Telephone – TTY Number:	
Fax Number:	
Email Address:	
Name of Document(s) Required:	
Additional Description of Document(s):	
Format Requested: e.g. large print, html, electronic text on disk or as email attachment (please indicate any specific technical needs)	
Date information is required:	
Please return this form to:	Executive Assistant Villa Italia Retirement Residence 530 Upper Paradise Road Hamilton, Ontario L9C 7W2