

Procedure	Accessible Formats and Communication Supports	Number	5.10.10.P2
Refer to	Note-Previously “Notice of Availability and Format of Documents” Accessible Customer Service 5.10.10	Original Reviewed Revised Next Review Date	February 22 2010 June 9 2017 June 9 2017 June 9 2021
Written by	Corporate Services	Approved by	Medical Officer of Health

All documents and communication supports required by the Integrated Accessibility Standards, including the Health Unit’s Accessible Customer Service policies, procedures and practices, notices of temporary disruption, training records and written feedback process are available upon request from the Accessibility Coordinator. In addition to requesting the documents, customers can access documents at www.hkpr.on.ca.

Upon request, the Health Unit will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- i) in a timely manner that takes into account the person’s accessibility needs due to disability; and
- ii) at a cost that is no more than the regular cost charged to other persons.

The Health Unit will consult with the individual making the request in determining the suitability of an accessible format or communication support.

Employees who receive a request to provide documents in a format different from the original or communication supports are requested to complete Form CorpServ 201 and forward the completed form to the Accessibility Coordinator for follow-up.

Source Documents:
Accessibility for Ontarians with Disabilities Act