



POLICY #	POLICY	SECTION	SUB-SECTION	APPROVAL DATE	REVIEW DATE	REVIEW FREQUENCY
RA-00-PL-004	Accessible Information and Communication Policy	Regulatory and Accreditation Compliance	N/A	October 2021	January 2025	Annual

### 1. Purpose

To ensure that all information, documents, and communications provided by CareHop Nursing & Home Care Services are accessible to individuals with diverse abilities, in compliance with the **Accessibility for Ontarians with Disabilities Act (AODA)**, the **Patient Bill of Rights (Ontario Regulation 187/22)**, and Section 3 of the **Connecting Care Act, 2019**.

### 2. Scope

This policy applies to all staff, contractors, volunteers, and external service providers responsible for developing, distributing, or responding to communication and documentation used with clients, caregivers, or the public.

### 3. Policy Statement

CareHop is committed to ensuring equal access to information by:

- Providing materials in accessible formats upon request
- Communicating in a way that meets individual needs
- Ensuring timely delivery of alternative formats without added cost
- Embedding accessibility into all communications planning and design

### 4. Guiding Principles

- **Inclusivity:** Everyone has the right to receive and understand information in a format that works for them.
- **Flexibility:** Communication methods are adapted to suit client preferences and abilities.
- **Proactivity:** Accessible formats are offered upfront—not only upon request.
- **Timeliness:** Requests for alternative formats are fulfilled as quickly as possible.

### 5. Accessible Formats Provided

CareHop is committed to provide documents in the following formats:

- Large print
- Plain language versions
- Accessible digital files (screen-reader compatible PDFs/HTML)
- Audio recordings
- Braille (via third-party vendor)



- Translated materials (on a case-by-case basis)

## **6. Communication Supports**

- In-person verbal explanation of documents
- Use of interpretation services (spoken language, ASL)
- Simplified visuals, diagrams, or pictograms
- Written and verbal summaries of care plans or rights documents

## **7. Process for Requesting Accessible Formats**

1. Clients and caregivers may request accessible formats verbally or in writing.
2. Requests are documented in the client file.
3. The request is acknowledged within **3 business days**.
4. Information is delivered within **10 business days** unless a longer timeline is required and communicated.

## **8. Staff Training**

- All staff receive annual training on AODA communication standards.
- Training includes how to offer, recognize, and respond to requests for accessible formats.

## **9. Responsibilities**

- **All Staff:** Communicate clearly and provide accessible information when needed.
- **Care Managers:** Monitor compliance and support fulfillment of requests.
- **Human Resource Coordinator** is responsible for tracking all accessibility requests and ensuring that standards are consistently met across the organization.
- **CEO:** Ensures all digital and printed content, including promotional materials and publicly distributed documents, meet WCAG 2.1 AA accessibility guidelines.

## **10. Documentation Requirements**

- Record of accessible format requests in client records
- Accessibility training logs
- Website and materials audit reports

## **11. Related Policies**

- Accessible Formats and Information Compliance Policy
- Culturally Safe and Inclusive Care Policy
- Client Rights and Responsibilities Policy
- Privacy and Confidentiality Policy

## **12. References**

- Ontario Regulation 187/22 – Patient Bill of Rights
- Connecting Care Act, 2019
- Accessibility for Ontarians with Disabilities Act (AODA), 2005



- Integrated Accessibility Standards Regulation (IASR)
- WCAG 2.1 Digital Accessibility Standards
- CareHop Client Communication and Service Handbook

**Policy Approval**

Approved by: \_\_\_\_\_

A handwritten signature in black ink, consisting of a large, stylized 'C' followed by a horizontal line.

**Chief Executive Officer**