

Chapter:	Client Services General	Policy Number	CG1101
Policy title:	Client Access to Policies		
Developed:	November 2011		
Revised:	October 2016, March 2022, May 2023		
Approved:	May 2023		
References:	Accessibility for Ontarians with Disabilities Act Customer Service Standard (aoda.ca)		
Policy references:	Accessible Communications Policy CG 1106		
Approved by:	Tara Groves-Taylor, Chief Executive Officer		

Client Access to Policies

Policy

1. Community Health Caring Kitchener-Waterloo (the Health Centre) is committed to provide client access to the Health Centre policies that affect client services.
2. Health Centre management will designate which Health Centre policies are appropriate to provide to clients.
3. The Health Center will:
 - a. Post all relevant policies on its website in English (all policies will be posted in PDF form)
 - b. Post a sign at each reception desk to inform clients that they may ask for copies of relevant client policies
 - c. Promote this access through the Health Centre website
 - d. Service provision staff will inform clients asking about policies that these policies are accessible
 - e. This information will be provided as part of client orientation processes.
 - f. Provide a paid interpreter for a client who requires this service in order to review a particular policy
 - g. The Health Centre will attempt to write policy statements in as simple language as is possible.
 - h. This policy must be posted to the Health Centre website.

Procedures

1. Clients requesting a specific policy related to the service they receive are encouraged to ask the staff person they are working with first to provide them with the policy and to discuss the policy with the client.
2. The Health Centre will post current policies, and new policies on the Health Centre Website.
3. Clients requesting policies at the first-floor reception desk will be advised to speak to the provider they are seeing to request the policy. If they are not seeing a particular provider, and other staff are not available to assist, the volunteer will ask for the client's name and contact information and advise the client that a staff member will contact them to arrange access for

Policy #CG1101

Date Approved: May 2023

their request. This information will be given to the Privacy Officer for follow-up.

4. For clients with accessibility issues, staff will make efforts to accommodate access. This may include reading the policy for the client, providing a large print copy (clients will be informed of the time to do this and will be notified when ready; asking a trusted family member or friend to read it with them