

Kitchener Downtown Community Health Centre

Type of Policy:

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|---|---|
| <input type="checkbox"/> Administration (A) | <input checked="" type="checkbox"/> Client Services General (CG) |
| <input type="checkbox"/> Board of Directors (B) | <input type="checkbox"/> Client Services Programs (CP) |
| <input type="checkbox"/> Financial (F) | <input type="checkbox"/> Primary Care (PC) |
| <input type="checkbox"/> Human Resources (H) | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> Information Systems (I) | <input type="checkbox"/> Diabetes Education Program (DEP) |
| <input type="checkbox"/> KDCHC Governing Principles (K) | |
| <input type="checkbox"/> Occupational Health & Safety (S) | <input type="checkbox"/> Volunteers (V) |

Policy No: CG1101

Title: Client Access to Policies

Policy

1. KDCHC is committed to provide client access to KDCHC policies that affect client services.
2. KDCHC management will designate which KDCHC policies are appropriate to provide to clients.
3. KDCHC 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 its quarterly newsletter and on the KDCHC 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. KDCHC will attempt to write policy statements in as simple language as is possible.
 - h. This policy must be posted to the KDCHC website.

Procedures

4. 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.
5. KDCHC will post all current policies, and new policies on the KDCHC Website. An informational banner regarding this will run on the second floor waiting room TV.
6. 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 name and contact information and advise the client that a staff member will contact them to arrange access for their request. This information will be given to the Privacy Officer for follow up.
7. For clients with accessibility issues, staff will make efforts to accommodate the 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
8. KDCHC will develop a standard information section to be place in each newsletter.

Reference Documents: Policy No. CG 1106 Accessible Communications

Approved By: Eric Goldberg, Executive Director

Date: October 3, 2016
