

# HearingLife Accessibility Policy

March 6, 2012

## Policy Statement

HearingLife is committed to providing its products and services in a manner that respects the dignity and independence of everyone, including people with disabilities. HearingLife is also committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access our hearing healthcare facilities. This policy and the principles of dignity, independence, integration and equal opportunity apply to all of HearingLife's clients and employees.

## Practices and Procedures

HearingLife has established practices and procedures to support the inclusion of people with disabilities and remove barriers to access for them. These policies and procedures include the following:

- To the best of our ability, communicating with a person who has a disability and their support person in a manner that takes into account their disability.
- Except where prohibited by law, welcoming people with disabilities who are accompanied by a service animal into our hearing healthcare centres, keeping in mind and accommodating any HearingLife employee, client or guest who experiences animal related-allergies.
- Encouraging people with disabilities to be accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while attending one of our hearing healthcare centres.
- Ensuring our staff know how to effectively interact and communicate with people who have various types of disabilities, including their support people.
- Providing clients with advance notice, where possible, if and when facilities or services that people with disabilities rely on to access our services are temporarily disrupted.

## Feedback Process and Accommodation Requests

HearingLife's goal is to facilitate access to our facilities and services for everyone including clients with disabilities. If you have any suggestions or questions related to accessibility issues, please contact us by calling your local HearingLife clinic, writing us a letter addressed to Director of Operations, HearingLife, Suite 800, 1 St. Clair Ave. West, Toronto, Ontario, M4V 1K7 or emailing us at [info@canhear.com](mailto:info@canhear.com). Requests for specific accommodations will be considered on an individual basis and every reasonable effort will be made to accommodate these requests.