

We are here to help

The Canadian Hearing Society can help by:

Assessing your Workplace

CHS's professional consultants can assess the communication requirements of jobs in your workplace and suggest appropriate accommodation for your deaf, deafened or hard of hearing employees.

Providing Information

- Extensive information on a wide range of subjects is available
- Speakers for on-site workshops
- Phone consultations with our professional staff

Referring Qualified Job Candidates

CHS's Employment Services staff will work with you to provide qualified job candidates and facilitate work placement opportunities.

Interpreting Your Meetings

Our Ontario Interpreter Services program books professional sign language interpreters for your meetings and conferences.

What other services are provided by The Canadian Hearing Society?

Core Programs

CHS is committed to developing and providing the following five Core Programs in each of the 12 Regional Offices. (See back panel for the office nearest you.)

- Employment Services
- General Social Services Counselling
- Hearing Care Counselling
- Marketing Communications
- Ontario Interpreter Services

Optional Programs

CHS's Optional Programs vary from region to region and are tailored to meet local needs. Be sure to contact your local CHS office for specific details. Optional Programs include:

- Hearing Aid Program
- Technical Devices
- Audiology
- Speech Language Pathology
- Hearing Help Classes
- CONNECT Mental Health Services
- Educational Support Services
- Literacy and Basic Skills
- Sign Language Services

THE CANADIAN HEARING SOCIETY
LA SOCIÉTÉ CANADIENNE DE L'OUÏË



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Through our 12 Ontario regional offices and 15 smaller area offices, CHS offers a range of direct services. Services in each region may vary, so be sure to contact your local CHS office for specific details.

Regional Offices

- ◆ Hamilton ◆ Kingston
- ◆ London ◆ Ottawa
- ◆ Peel ◆ Peterborough
- ◆ Sault Ste. Marie
- ◆ Sudbury ◆ Thunder Bay
- ◆ Toronto ◆ Waterloo
- ◆ Windsor

Area Offices

- ◆ Barrie ◆ Belleville
- ◆ Brantford ◆ Brockville
- ◆ Chatham ◆ Durham Region ◆ Elliot Lake
- ◆ Fort Frances ◆ Guelph
- ◆ Kenora ◆ Niagara
- ◆ North Bay ◆ Sarnia
- ◆ Timmins ◆ York Region (Newmarket)



to

Workplace Accommodation

Support services to assist employers accommodate deaf, deafened and hard of hearing employees

Did You Know...

50% of job accommodations cost nothing





to Workplace Accommodation

Accommodations in your workplace

Workplace Communication Assessments

Do you have or are you thinking of hiring a deaf, deafened or hard of hearing employee?

Do you know the simple accommodations that could increase the efficiency and safety of your deaf, deafened or hard of hearing staff?

CHS's Workplace Communication Assessment evaluates the accessibility of a work environment for employees who are deaf, deafened or hard of hearing. Our qualified staff provide advice, recommendations and support to both employers and employees.

Benefits of an Assessment

- Improve staff efficiency
- Enhance positive work relationships
- Identify your workplace communication requirements
- Gain knowledge of technical devices and simple accommodations to make your workplace more effective for all staff and customers

Simple accommodation can improve efficiency

One-to-One Situations

Incorporating the following into your daily interactions can greatly improve communication in the workplace.

- Ask the individual how he or she would like to communicate
- Choose a quiet, well-lit room
- Face each other when talking
- Maintain eye-contact
- Speak clearly, at a moderate pace, and with your hands away from your face
- Be visual; incorporate visual cues and gestures
- Write notes on a paper, white board, or by computer
- Check to ensure that effective communication has occurred by asking the other person to summarize the discussion
- Use technical devices, American Sign Language Interpreters or text-based services when appropriate

Group Situations

Incorporating the following into your group meetings and workshops can promote understanding.

- Ask the individual what accommodations he or she requires
- Provide written material in advance
- Sit in a circle whenever possible
- Take turns to speak
- Use visual aids; for instance, write down key points on a flip chart or overhead for review
- Choose a meeting room with good lighting and acoustics
- Speak at a normal pace, clearly, and without exaggeration
- Ensure the speaker's face is unobstructed at all times
- Use technical devices, American Sign Language Interpreters or text-based services when appropriate

Accommodations are important... and required

- Federal legislation and the Ontario Human Rights Code require that all employers implement equity by eliminating employment barriers against persons with disabilities
- Employers must initiate positive policies and practices and make reasonable accommodations to ensure that people with disabilities are represented in the workplace

For more information:

- <http://www.ohrc.on.ca> Guidelines for Assessing Accommodation Requirements for Persons with Disabilities (Ontario Human Rights Commission)
- http://info.load-otea.hrhc-drhc.gc.ca/~federal_legislation Workplace Equity (Federal Labour Legislation)
- <http://www.chrc-ccdp.ca> Canadian Human Rights Act