

POLICY – NOTIFICATION OF DOCUMENTS REQUIRED UNDER THE CUSTOMER SERVICE REGULATION

- 18.0 Per the Regulations, The LHINs are required to post a notice that documents required by the Customer Service Standard are available upon request and in a format that takes a person's disability into account.

PROCEDURES

- 19.0 Sample text of notification is located in the document LHIN Best Practices, Tools and Templates. It is recommended that the notification be placed on each LHINs web site.
- 20.0 In determining a suitable format that takes the individual's disability into account, it is recommended that the LHINs work with the individual to determine options in order to provide the document(s) or the information contained in the document(s) in a format this is both reasonable and takes the person's disability into account.
- 21.0 More information about alternate formats is available in the LHIN Best Practices, Tools and Templates document under the section "Communicating: Communicating and Interacting in Different Ways by Taking an Individual's Disability into Consideration" sub-section "Best Practice in Specific Situations".
- 22.0 Please note that the release of information may be subject to FIPPA as applicable.