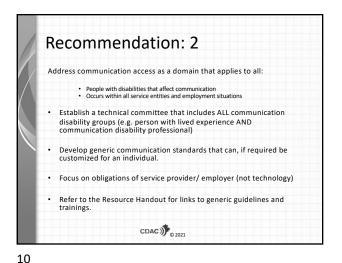


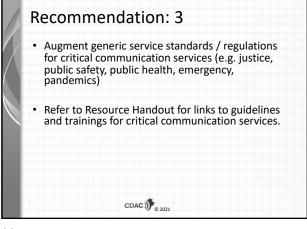


Communication access refers to policies and practices within service entities to ensure that people understand what is said or written and can communicate what they want to convey in faceto-face and telephone interactions, teleconferencing, online learning, meetings, conferences, public consultations, reading (print, websites and digital), and writing (forms, signatures, surveys and notetaking).

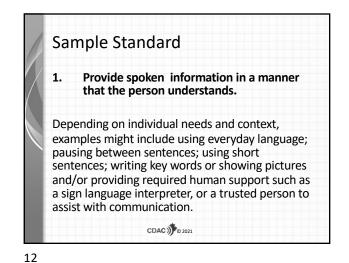




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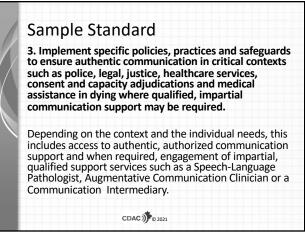
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## Sample Standard 2. Use evidence-based practices for effective expressive communication with people in face-toface interactions; at meetings and public consultations. Depending on individual needs and context, examples might include allowing extra time and opportunity for communication; ensuring the person can use their preferred communication method(s) and/or providing required human support such as a sign language interpreter or a trusted person to assist with communication.

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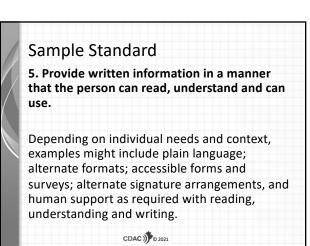
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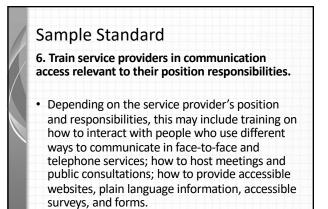
## Sample Standard

4. Ensure accessible communication in telephone and video internet services.

Depending on individual needs, examples might include service operators knowing how to communicate with an individual over the telephone; providing alternate options such as email, text or social media; having procedures to accommodate an authorized support person to assist; and providing access to message relay services that supports speech-to-speech interpretation, and augmentative communication methods.

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