



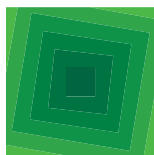
**CHS**

Client Welcome Package

**WELCOME...**

Thank you for choosing Canadian Hearing Services.

**We look forward to serving you!**



**CANADIAN  
HEARING  
SERVICES**  
RAISING THE BAR





## **WELCOME CLIENTS AND FAMILIES** **ASL**

Canadian Hearing Services (CHS) welcomes you. We are pleased to provide you with this information package about the professional services and care you will receive.

Our dedicated staff are committed to working with you and your family to meet your care needs. This information is directed to you, the client, but you are encouraged to show it to your family, so they can also learn about the services that we will provide.

The enclosed welcome package includes information on the following:

1. About Canadian Hearing Services
2. Available Services at CHS
3. Person-Centered Care at CHS
4. Client and CHS Responsibilities
5. Privacy at CHS
6. Providing a Compliment or Complaint
7. Illness Prevention and Hand Hygiene
8. Safety

## **ABOUT CANADIAN HEARING SERVICES** **ASL**

Canadian Hearing Services (CHS) is an industry-leading provider of services, products and education that empower the Deaf and hard of hearing to overcome barriers to participation. We are the largest and only Accredited organization of its kind in North America.

Founded in 1940, CHS provides a broad range of products and services, making it the most comprehensive resource for Deaf and hard of hearing individuals in Canada. We provide expert advice and communication solutions, such as interpreting and captioning services, accessibility consulting, as well as communication devices designed to improve communication, safety and independence.

CHS is committed to helping our clients lead rich, full, independent lives. Through our friendly, caring and professional staff, we deliver high quality, innovative products and services that break down barriers to participation, empower individuals and advance hearing health.

## VISION

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**A barrier-free society for Deaf and hard of hearing Canadians.**

We believe that Deaf and hard of hearing Canadians have the right to lead their lives any way they choose, and that Canadian Hearing Services is uniquely qualified to help ensure nothing stands in their way.

## MISSION

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**To be the leading organization delivering professional services and products that empower Deaf and hard of hearing Canadians to overcome barriers to participation.**

There are many ways that Canadian Hearing Services (CHS) can empower Deaf and hard of hearing Canadians to overcome barriers to participation. We believe that focusing on providing industry-leading services and products is where CHS can have the greatest impact.

## CORE VALUES

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### VALUES: CARING, ACCOUNTABLE, RESPECTFUL, ETHICAL (C.A.R.E)

- **Caring:** We provide a seamless client journey with empathy and compassion
- **Accountable:** We make decisions that our clients and their families can trust
- **Respectful:** We treat everyone with respect, supporting the diversity of our communities
- **Ethical:** We adhere to the highest standards of integrity and professional responsibility

These people-focused values will define all our interactions with each other and with the Deaf and hard of hearing Canadians we serve.



# SERVICES AVAILABLE AT CHS

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Canadian Hearing Services (CHS) offers a wide range of services, products and information to help remove communication barriers at home, at school and at work. Our services include:

## Accessibility Services

- Interpreting Services
- Captioning and Translation Services
- Communication Devices
- Deafblind Services

## Audiology

- Hearing Tests
- Hearing Aids
- Tinnitus Management
- Aural Rehabilitation
- Speech–Language Pathology

## Education Programs

- Sign Language Classes for Individuals and Businesses
- Literacy and Basic Skills
- Language Instruction for Newcomers to Canada (LINC)
- Family Communication

## Employment Services

- Employment Services for Job Seekers

## Counselling Services

- CONNECT Mental Health Counselling
- General Support Services
- Hearing Care Counselling (55+)
- Settlement Program for Newcomers to Canada

To learn more about all of CHS's programs and services, please visit our website at [www.chs.ca](http://www.chs.ca)

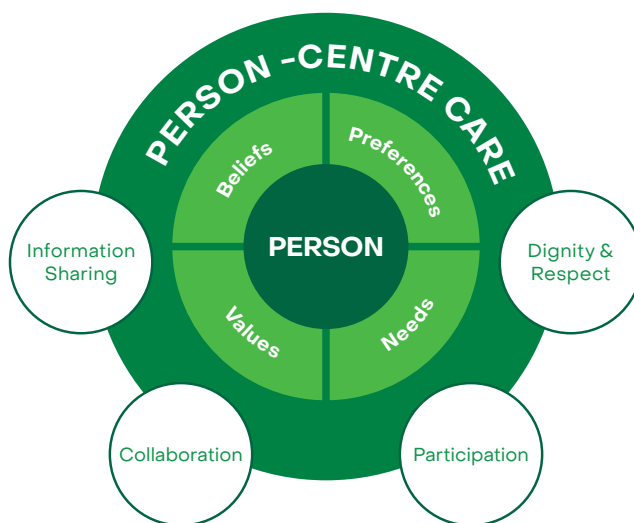
Click [HERE](#) to learn more about hearing loss, Deaf culture and student resources.





## Person-Centred Care

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All care at Canadian Hearing Services (CHS) is Person-Centred Care. Your needs, values, beliefs and preferences are important. Person-Centred Care at CHS includes:

- Communication that is genuine, trusting, and respectful
- A relationship that promotes your participation
- Understanding your concern and how it impacts you
- Learning your preferences for support and care
- Engaging with your family or significant other (when appropriate and with permission)

Your CHS service will be strengthened by collaboration between all the professionals who support you. CHS believes that interprofessional collaboration is a key component for successful outcomes. Interprofessional collaboration at CHS may include:

- Service from more than one department
- Sharing appropriate information among your care team, only when it is necessary
- Consulting with other professionals on your care team
- Coordinating service and treatment with other professionals on your care team

## When using our services, you have the right to...

- Be treated with courtesy and respect regardless of your culture, ancestry, place of origin, citizenship, spiritual traditions, sex, gender identity and expression, sexual orientation, marital and family status, or abilities.
- Equal communication access in receiving services and every effort will be made to ensure appropriate accommodations are provided.
- Be cared for by qualified staff and to have services provided in a manner that complies with legal, professional, ethical and other relevant standards.
- Be informed and involved in the planning of your care, be consulted about changes in your service, have a clear explanation of the services you will receive and who will provide them.
- Give or refuse consent at any time.
- Be informed of the procedures for initiating complaints and to express concerns and recommend changes without fear of reprisals, interference, coercion or discrimination.
- Be informed of CHS's Mission, Vision, Values and policies.
- Have your personal health information kept confidential.

## When using our services, you have the responsibility to...

- Treat everyone with courtesy and respect free from abusive behaviour, violence or harassment (including on social media).
- Provide all the information required and consent to services.
- Ask questions if you have not understood something.
- Participate in your care plan to the best of your ability and tell us about changes that could affect your care goals.
- Notify your service provider of concerns about the service you are receiving.
- Follow cancellation policies and provide adequate notice if you cannot attend your appointment.
- Provide a safe working environment for the CHS service provider by:
  - Maintaining acceptable levels of personal hygiene and dress, not wearing highly fragrant products.
  - Letting us know if you are sick so we can delay the visit until you are better.
  - Refraining from disruptive behaviour and excessive noise while visiting CHS.
  - Treating the CHS office area with respect and helping to keep it clean.
  - Not using alcohol, marijuana or other substances before or during the visit.
  - No weapons present during service delivery.
  - Not smoking during visits to your home.
  - Securing pets during home visits.
  - Ensuring that walkways to the home are well lit and clear of ice, snow and other hazards.
  - Alerting us if you believe you may have bed bugs at home.

## CHS shall be responsible for ...

ASL

- Establishing goals with your input and striving to meet these goals.
- Maintaining your confidentiality, privacy and dignity.
- Maintaining professionalism and following a code of ethics.
- Not inflicting any personal values and standards onto you.

**Individuals may be refused service if a CHS manager and employee agree that an individual has contravened one or more of the Client Responsibilities.**

If you should have any questions regarding CHS Client's Rights and Responsibilities, please do not hesitate to speak to your worker or worker's manager.

## PRIVACY AT CHS

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### PRIVACY STATEMENT

Canadian Hearing Services (CHS) respects your right to privacy, and it is important to us that your privacy is protected. CHS has a long-standing commitment to protecting the privacy and confidentiality of personal and personal health information of our clients, donors, staff and volunteers. As an essential part of quality programming and service, CHS commits to collecting, maintaining, disclosing, securing and destroying personal information in accordance with the applicable Federal and Provincial Privacy Legislations which include: Personal Health Information Act (PHIPA), Freedom of Information and Privacy Act (FIPPA), Personal Information and Electronics Documents Act (PIPEDA) and Canadian Anti-Spam Legislation.

### WHAT IS PERSONAL INFORMATION (PI)?

PI is information not publicly available that can be used to reasonably identify or contact you. This could include your social insurance or credit card number, name, employment background, cultural background, etc. This does not include business contact information or contact information that is available publicly (i.e. public phone directory).

### WHAT IS PERSONAL HEALTH INFORMATION (PHI)?

PHI is information that relates to your physical or mental health that can reasonably identify you. Examples include: assessments, treatment or health care plans, family medical history, health insurance number, billing information, etc.

CHS collects PI or PHI for the following purposes:

- Health care, service and program delivery
- Communicate with other health care providers as required for service and treatment
- Quality improvement
- Public education
- Fundraising
- Marketing, communication and product sales (Opt-in)
- Billing and payment processing
- For other purposes as permitted or required by law

CHS stores PI and PHI securely and only authorized staff can access and use the information for the purpose it was collected. CHS will obtain consent and identify the purpose of information collection at the time it is collected. Exceptions may apply as permitted or required by law.

## YOU HAVE THE RIGHT TO:

- Withhold or withdraw consent for collection, use and/or disclosure of personal or personal health information (not retroactive).
- Request access and/or a copy of your personal health information (fees may apply)
- Ask CHS to make corrections to inaccurate or incomplete health information
- Be informed if your health information has been lost, stolen or shared with someone without authorization
- Make a complaint to CHS's Chief Privacy Officer if you have privacy concerns

## TO OPT-OUT OF FUNDRAISING COMMUNICATIONS OR CHS NEWSLETTERS:

Click on the unsubscribe link, or email [giving@chs.ca](mailto:giving@chs.ca) , or call **1-866-518-0000, extension 4185**.

## ALL OTHER PRIVACY INQUIRIES AND/OR COMPLAINTS:

CHS's Chief Privacy Officer (CPO), or delegate, handles all privacy inquiries and complaints.

To make a privacy inquiry, complaint, request access to information, correction of information, withdraw or change consent directives please contact the CPO at:

**Chief Privacy Officer**

**E-mail:** [privacy@chs.ca](mailto:privacy@chs.ca)

**Phone:** 1-866-518-0000, press 0 and ask for Chief Privacy Officer

**TTY :** 1-877-215-9530, press 0 and ask for Chief Privacy Officer

## COMPLIMENTS AND COMPLAINTS: **ASL**

Canadian Hearing Services is committed to providing excellent service to all our consumers. If you have a complaint or a compliment, please share it with us.

### To provide a complaint or compliment:

- Communicate with a manager at the location that provides your service
- Send an email to [feedback@chs.ca](mailto:feedback@chs.ca)

### Upon receiving your feedback, we will:

- Acknowledge receipt of your communication, and that it is being considered a formal complaint (within 1 business day)
- Your complaint will be forwarded to the appropriate Manager, Director or Vice President to investigate
- Contact you for further details (within 3 business days)
  - analyze the details of the complaint
  - work in partnership with you to identify solutions and determine if there needs to be a process change as part of quality improvement
  - advise you of the outcome (within 30 business days)
- Include it in aggregate data to support service evaluation and quality improvement

Click [HERE](#) to read more about compliments and complaints at CHS.



## ILLNESS PREVENTION AND HAND HYGIENE

ASL



The number one priority at the Canadian Hearing Services is the safety of our visitors and employees. The most effective way of protecting yourself and those you care about from getting sick is to wash your hands frequently. Family members and visitors are reminded to wash their hands upon entering Canadian Hearing Services and to abide by all infection control procedures. Our employees will do the same!

Please let us know if you are not feeling well so that we can delay the visit until you are better.

## SAFETY

ASL



In case of an emergency where evacuation from the building is required, please allow CHS employees to assist and direct you to a designated safe place. For everyone's safety, all employees at CHS are trained in fire safety. As an important safety precaution, clients and family members should be familiar with the nearest fire exit locations in the building. In case of fire, please follow the instructions of our employees.



Falls prevention is important to us. We will keep our sidewalks clear and free of ice. Please do the same if a CHS employee is visiting your home. Want to know more about falls prevention? Just ask us!



Please note that only service dogs are allowed in our offices. If a CHS employee visits your home for service, please ensure your pet is secured.



All employees are required to wear a photo ID badge that includes their picture, name and a title description of their position. You have the right to know who is attending to you at all times. If you're ever unsure of who is taking care of you at CHS, feel free to ask them to show you their badge.



CHS staff cannot give you their personal phone number, email or accept money or gifts.

## THE CHS PROMISE

ASL

### EMPOWERING LIVES

Our promise is to help our clients lead rich and full lives. We deliver trusted and personalized services, allowing every individual to rise above their unique challenges and achieve independence. Through our friendly, caring and professional staff, we ensure that we consistently deliver exceptional client outcomes.

**Thank you for choosing Canadian Hearing Services.**



# THANK YOU TO OUR PARTNERS!

**A heartfelt thanks to our important partners across  
the federal, provincial and municipal governments  
and the many United Ways.**

Employment and Social Development Canada

Immigration, Refugees and Citizenship Canada

Ontario Ministry of Children, Community and Social Services

Ontario Ministry of Education

Ontario Ministry of Health

Ontario Ministry of Labour, Training and Skills Development

Ontario Ministry for Seniors and Accessibility

Local Health Integration Networks

City of Toronto

United Ways

Canada 

Ontario 

 **TORONTO**

 **United Way**  
Greater Toronto

WORKING WITH COMMUNITIES IN  
**PEEL, TORONTO  
& YORK REGION**