

# Accessibility Services at CHS



CHS | SCO

CANADIAN HEARING SOCIETY  
SOCIÉTÉ CANADIENNE DE L'OUÏE

Established in 1940, the Canadian Hearing Society (CHS) has the solutions to your accessibility needs.

Experts in accessibility, CHS offers products, services, assessments, information and training to meet your circumstances.



## **CHS Menu of Accessibility Services**

### **Accessibility Consulting Services 4**

From accessibility strategy development and facility & technology assessments to education & training and ASL & LSQ translation services, CHS is your accessibility expert.

### **Communication Devices Program 8**

Individual and organization communication devices and solutions are available online and from our offices.

### **Workplace Accessibility Services 10**

Accommodation assessments and seminars improve access in your workplace.

### **Ontario Interpreting Services (OIS) 11**

OIS provides on-site interpreting and video remote interpreting (VRI) pre-booked, last-minute and emergency interpreting services.

### **Communication Access Realtime Translation (CART) 12**

Word-for-word transcription of speech to text in real time, CART, can be pre-booked for on-site and remote services.

### **Conference Accessibility Coordination 13**

We help you coordinate interpreting, CART and FM assistive listening system rental services for your conference or provincial community consultation.

### **Video Conferencing (vcon) Services 14**

Quality video conferencing services are offered from 25 video suites located in CHS offices across the province.

### **CHS Offices to Serve You 15**

## Accessibility Consulting Services

A one-stop full menu of services to help businesses identify current communication barriers, meet accessibility needs, and comply with all aspects of the Accessibility for Ontarians with Disabilities Act (AODA).

From on-site assessments and workshops, to helping you ensure that your website and materials are accessible to people who are Deaf or have a hearing loss, we can do it all.

Services include:

- facility assessments
- technology assessments
- education and training workshops
- American Sign Language (ASL) and la langue des signes québécoise (LSQ) content development





## ***Facility Assessments***

Through on-site reviews of your business and the built environment, we will provide a written report that captures where you are now and where you want to be. Recommendations outline how to improve your services and building to ensure that you are welcoming to the Deaf and hard of hearing members of your community.

## ***Technology Assessments***

Communication technology assessments identify the current technology on the market and how it can assist your business in providing clear communication and enhancing your services. Assistive listening and communication systems are available for auditoriums, meeting rooms and counter/information areas. We can assess your current system(s) and provide recommendations on the most appropriate communication technology for your business.

## ***Education and Training Workshops***

In partnership with other disability organizations and experts in the field of accessibility, we offer on-site awareness training workshops as professional development opportunities for your staff and management teams. Topics include:

- current legislation
- communication strategies
- current assistive technology
- anti-audism, anti-ableism and other related topics

Drawing from the expertise from over 17 programs and services we can customize our workshops to meet your unique needs.

## ***American Sign Language (ASL) and la langue des signes québécoise (LSQ) Content Development***

From translation, through to filming and editing, we can work with you to improve accessibility to your Deaf customers and employees by developing ASL and LSQ content for your website, DVDs, on-line training, etc.



Contact:  
**accessibilityconsulting@chs.ca**

## Communication Devices Program

When you purchase communication devices from CHS, you can enjoy confidence in your product and the convenience of our ongoing support. We offer a full range of services from initial consultation to installation and training. Our expertise, competitive pricing and satisfaction guarantee make us the leaders in the field.

From visual smoke detectors, baby monitors and alarm clocks, amplified phones, TTYs (text telephones), and visual signalling devices, CHS offers the most complete range of communication devices for home and business.





Visit our e-store at [chs.ca](http://chs.ca) to review our products for personal use or select our organizations section to see how technology can improve customer service in your place of business.

Product descriptions are available in English, ASL, French and LSQ.

Contact: **CDP@chs.ca**





## **Workplace Accessibility Services**

On-site workplace accommodation assessments provide you with the information you need to ensure Deaf and hard of hearing employees enjoy a barrier-free work environment.

Through awareness seminars, we will provide training and education to both staff and management around hearing loss awareness, communication strategies, holding accessible meetings, and more.

Contact: [\*\*workplace@chs.ca\*\*](mailto:workplace@chs.ca)



## **Ontario Interpreting Services**

Do you need an interpreter? Ontario Interpreting Services (OIS) provides American Sign Language (ASL) – English interpreting services across Ontario, and la langue des signes québécoise (LSQ)– French interpreting services in select locations. We accept pre-booked, last-minute/urgent and emergency interpreting requests. On-site or video remote interpreting (VRI) services are available. VRI enables Deaf and hearing people to communicate through an interpreter at a distant location via video conferencing technology.

Our interpreters adhere to a strict professional code of conduct, are internally screened, undergo a security check and are experienced in delivering service in a variety of community settings. They participate in on-going professional development and training to support their skills development.

Contact: [oisinfo@chs.ca](mailto:oisinfo@chs.ca) or [vri@chs.ca](mailto:vri@chs.ca)

## **CART (Communication Access Realtime Translation)**

CART @ CHS is a live, word-for-word transcription service that supports companies and agencies with communication access and compliance with the AODA. CART @ CHS provides Deaf and hard of hearing individuals with full access to the spoken word. CART writers are fully certified professionals with a high level of proficiency.

CART benefits individual consumers or larger groups in a variety of settings including classrooms, courtrooms, religious services, conferences, meetings, civic events, or anywhere communication access is needed.

Contact: **CART@chs.ca**



## Communication Access Conference Coordination

Planning a large conference or corporate event? Hosting community consultations across the province? We can help you meet the communication access needs of your participants. Conference @ CHS can provide you with ASL–English, LSQ–French interpreting services, CART and assistive listening systems to ensure everyone has access to all the information your event is offering.

Contact: [conference@chs.ca](mailto:conference@chs.ca)





## Video Conferencing Services

Video conferencing (vcon) uses audio/video telecommunications to bring people at different sites together for meetings or presentations. This can be as simple as a conversation between two people in private offices (point-to-point) or involve several sites (multi-point) with groups of people at different sites. It is a great communication tool for businesses, saving time and money by reducing travel. It is ideal for interviews, training sessions or meetings.

Our vcon sites are located in 25 CHS offices across Ontario. We offer state-of-the-art equipment, secure high-speed connections, bridging and gateway services, multi-point conferencing for up to 12 locations and the capacity for up to 25 participants depending on the location. We also have on-site and remote technical support staff available.

Contact: [vcon@chs.ca](mailto:vcon@chs.ca)

## **Accessibility Services @ CHS**

For more information:

Toll-free phone: 1.855.548.2433

Toll-free TTY: 1.877.215.9533

### **CHS Offices**

Barrie	Niagara
Belleville	North Bay
Brantford	Ottawa
Brockville	Peterborough
Chatham-Kent	Sarnia
Cornwall	Sault Ste. Marie
Durham Region	Sudbury
Elliot Lake	Thunder Bay
Guelph	Timmins
Hamilton	Toronto
Kenora	Toronto East
Kingston	Waterloo
London	Windsor
Mississauga	York Region
Muskoka	

To find an office near you, contact the phone numbers listed above or visit [chs.ca](http://chs.ca)



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## MISSION

The Canadian Hearing Society is the leading provider of services, products, and information that:

- remove barriers to communication
- advance hearing health
- promote equity for people who are culturally Deaf, oral deaf, deafened, and hard of hearing

## VISION

A society where all people are respected; have full access to communication; and are able to participate without social, economic, or emotional barriers

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