

SPRINT Accessibility Policy: communications

SPRINT staff will communicate in a manner that takes into account the person's disability and make reasonable efforts to ensure both the content and the intent of communications are understood.

Supervisors and Managers will:

- Ensure that staff/volunteers who communicate with customers are trained on how to interact and communicate with people with various types of disabilities.
- Ensure that staff/volunteers are trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly; and in the use of other communication services.
- Ensure that staff/volunteers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing services.

Staff will:

- Offer to communicate with customers by email, TTY, or relay services, if telephone communication is not suitable to their communication needs, or is not available

Procedures:

Invoices will be provided in the following formats upon request: hard copy, large print, email and we will answer any questions customers may have about the content of the invoice in person, by telephone or email.

All communication to service recipients, including invoices, will be in font size 14 or greater.