

<b>Manual:</b>	<b>AODA Manual – Customer Service</b>	<b>Policy Number:</b>	104
<b>Subject:</b>	<b>USE OF ASSISTIVE DEVICES POLICY</b>		
<b>Developed:</b>	February 2011		
<b>Revised:</b>			
<b>Approved:</b>			
<b>References:</b>	BHO Standard		
<b>Policy References:</b>	Canadian Charter of Rights and Freedoms Human Rights Code of Ontario Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
<b>Approved by:</b>	Executive Director		

### **Policy Summary**

This policy describes how Langs will allow people with disabilities to use their personal assistive devices and the availability of assistive devices on our premises.

### **Purpose**

1. This policy will describes how people with disabilities who use personal assistive devices will be treated whenever they are on our premises our using our services.
2. This policy will further describe how information about the availability of assistive devices on our premises will be kept and communicated.

### **Policy Statement**

1. Langs is committed to ensuring clients with disabilities who access our services and anyone with a disability who visits our sites will be able to use their assistive devices within the limits of any applicable health and safety laws or regulations. We will do this by:
  - using reasonable effort to ensure clients, consumers and visitors with disabilities and who use assistive devices are treated with dignity, independence, integration of services and equality of opportunity
  - educating staff about personal assistive devices
  - allowing clients, consumers and people with disabilities who use our services or visit our site to use their personal assistive devices.
2. We will inform our clients, consumers and visitors with disabilities about the personal assistive devices available for their use on our premises. We will do this by:
  - Keeping an updated inventory of assistive devices available for use by clients, consumers and visitors and making that information available to them in accessible formats and locations.

- Striving to expand our inventory of assistive devices when making budgeting and purchasing decisions.

## **Definitions**

### **Alternative Ways:**

Means ways of helping clients, consumers or visitors with disabilities access our premises or services when they are unable to use their own assistive devices. Alternative ways must consider the principles defined in this policy. Examples of alternative ways are:

- a staff person providing assistance when a personal assistive device cannot be used
- writing information clearly and simply if electrical equipment causes static in a person's hearing aid
- asking how best to assist the person

### **Assistive Devices:**

May be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

### **Disability:**

The definition of "disability" used in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

### **Principles:**

Are from the standard and require service providers to use reasonable effort to ensure policies, procedures and practices are consistent with:

- Respecting the dignity and independence of people with disabilities
- Providing services to people with disabilities that are integrated with the services provided to people unless an alternative measure is required
- Giving equal opportunity to people with disabilities to obtain, use and benefit from our services.

### **Standard:**

Mean the Accessibility Standards for Customer Service.

## **Limitations**

This policy does not cover devices that are used by people without disabilities or devices that are not related to disability. The policy does not supersede health and safety laws or regulations.

## **Applicability**

This policy and its sub-policies apply to:

- People with disabilities who access our services or premises
- all staff, volunteers, students, contractors, consultants and others working on behalf of LFVA and who provide client services
- staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard
- people who accompany clients with disabilities who use our services or visit our sites

## **LFVA LIST OF ASSISTIVE DEVICES**

<b>ITEM</b>	<b>LOCATION</b>
Wheel chair	Medical Reception
Oxygen portable tank	Medical Storage – clinical area
Oxygen portable tank	Medical crash cart – outside of Exam Rm #6
Ceiling lift system	William Pautler Accessible Washroom
Crutches	Soiled Utility Room
Bell Relay TTY Service - signs posted	Clinical and Resource Centre Waiting Areas
Stretcher	Soiled Utility Room

## **NORTH DUMFRIES LIST OF ASSISTIVE DEVICES**

<b>ITEM</b>	<b>LOCATION</b>
Wheel chair	Front hallway
Oxygen portable tank	beside the emergency cart one in the storage closet in the lab
Stretcher	storage room by the staff kitchen
Bell Relay TTY Service - signs posted	waiting area

December 14, 2011