

Subject:	Use of Assistive Devices	Policy Number:	1.04
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References:	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		
Previous Policy Number:	105		
Approved by:	Chief Executive Officer		

1.04 USE OF ASSISTIVE DEVICES

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 (see **Appendix A, Assistive Devices**).

Purpose

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

Policy Statement

- Langs is committed to ensuring that 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; and
 - allowing clients, consumers and people with disabilities who use our services or visit our sites to use their personal assistive devices.
- 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; and
 - striving to expand our inventory of assistive devices when making budgeting and purchasing decisions.

Definitions

Alternative Ways - 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; and
- 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; and
- giving equal opportunity to people with disabilities to obtain, use and benefit from our services.

Standards – Means 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 Langs 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.