

DURHAM CATHOLIC DISTRICT SCHOOL BOARD

“The Board”

ADMINISTRATIVE PROCEDURE - #AP434-3

USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC

ADMINISTRATIVE AREA: OPERATIONS

POLICY REFERENCE: ACCESSIBILITY

DATE APPROVED: APRIL 26, 2010

1.0 PURPOSE

The purpose of this Administrative Procedure is to provide direction in supporting members of the public who require assistive devices to access Board facilities and services.

2.0 DEFINITIONS

Assistive Device is any device used by people with disabilities to help with daily living. Assistive devices can be but are not limited to a range of products including wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices, etc.

3.0 PROCEDURES

3.1 Training

3.1.1 Supervisory Officers, Principals and Departmental Managers will ensure that staff are trained to support parents and the general public who may use assistive devices while accessing Board services.

3.1.2 Training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

3.1.3 Students and staff have separate and specific procedures related to their personal use of assistive devices.

3.2 Communication: Assistive Devices Carried by Persons with Disabilities

3.2.1 The Board website and each school website will indicate that all Board facilities provide services that respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices.

3.2.2 Each Board facility that is open to the public will post information in the front office/reception area that welcomes the use of assistive devices and encourages users to seek support from staff and volunteers as they require it.

3.3 Assistive Devices/Services – Made available by the Board

3.3.1 The Board website and school websites, as applicable, will indicate the availability of assistive devices provided by the Board or school to assist in provision of services to people with disabilities.

3.3.2 Each Board facility that is open to the public will, as applicable, post information in the front office/reception area that indicates the availability of assistive devices and encourage potential users to seek support from staff and volunteers as they require it. Where assistive devices/services are not available, staff will endeavour to provide supports/assistance as required.

4.0 SOURCES

Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
Accessibility Standards for Customer Service, Ontario Regulation 429/07

5.0 REFERENCES

Accessibility Policy
"Tips on Serving Customers with Disabilities" - Ontario Education Services Corporation
Appendix A – Use of Assistive Devices – Tips for Principals/Managers

6.0 RELATED FORMS

Customer Service Accessibility Standards, AP#434-1
Notice of Disruption of Services, AP#434-2
Use of Support Person by the General Public, AP434-4
Monitoring and Feedback on Accessible Customer Service, AP#434-5
Use of Service Animals by the General Public, AP#434-6
Use of Service Dogs by Students in Schools, AP434-7

Appendix A

Use of Assistive Devices

Tips for Principals/Managers

Many users of Board services and facilities who have disabilities will have their own personal assistive devices.

Examples of personal assistive devices include:

- wheelchairs
- scooters
- walkers
- amplification devices that boost sound for listeners who are hard-of-hearing without reducing background noise
- hearing aids
- oxygen tanks
- electronic notebooks or laptop computers
- personal data managers
- communication boards used to communicate using symbols, words or pictures
- speech-generating devices that “speak” when a symbol, word or picture is pressed

Key Point To Remember:

One should not touch or handle an assistive device without permission.

Moving Personal Assistive Devices:

- If you have permission to move a person in a wheelchair remember to:
 - wait for and follow the person’s instructions;
 - confirm that the person is ready to move;
 - describe what you are going to do before you do it; and
 - avoid uneven ground and objects that create bumpy and unsafe ride; and practice consideration and safety – do not leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

- Do not move items or equipment, such as canes and walkers, out of the user's reach.
- Respect personal space. Do not lean over a person with a disability or lean on their assistive device.
- Let the person know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.).

Making a call using the Bell Relay System:

The Bell Relay Service operator is available to assist in placing or receiving calls to/from persons who use a TTY/teletypewriter.

- Phone the number (1-800-855-0511), and tell the operator your name, the name of the person you are calling, and the number you wish to reach.
- The operator will make the call for you, and you speak to the operator as if you were talking directly to the person you are calling. For example, say "Hi, `How are you doing?" Do not say: "Tell him I said hello." Remember to say "Go Ahead" when you finish speaking, so the person on the other end will know it is his or her turn to speak.
- If you normally speak very quickly, the operator may ask you to speak slower so your message can be typed. There will be brief silences as the operator types to the TTY user and the user replies.
- Operators will not betray confidences. They will not relay profanity, threats or criminal propositions, but will relay marriage proposals, banking and personal financial information and other personal (and even intimate) conversations.