

# HUMAN RESOURCES PROCEDURE AODA-4 ACCESSIBILITY FOR ONTARIONS WITH DISABILITIES ACT Use of Assistive Devices by the General Public Revised: August, 2019

The Keewatin Patricia District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independent and dignity of people with disabilities. Such services incorporate measure that include but are not limited to the use of assistive devices.

### **Implementation**

Supervisory Officers, Principals/Designates and Supervisors/Managers will ensure that staff are trained to support parents and the general public who use assistive devices while accessing board service.

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

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

#### Guidelines

**Definition/Explanation of Assistive Devices**- An assistive device is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices, etc.

## Communication Regarding the Use of Assistive Devices-Assistive Devices Carried by Persons with Disabilities

- a) 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.
- b) 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.

### Assistive Devices/Services – Made available by the Board\*

- a) 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.
- b) 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.
  - \*Note: These could include: **Assistive devices:** TTY service, telephones with large numbers, amplifiers, lifts. **Services:** Sign language interpretation, oral interpretation, real-time captioning. **Alternate service methods:** Assistance of a staff person to complete a transaction (e.g. school registration).

### Tips for Helping Someone with an Assistive Device

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

Some examples 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 board used to communicate using symbols, words or pictures, speech-generating devices that "speak" when a symbol, word or picture is pressed.

Note: 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
- 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 positions 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.)
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