

<b>PROCEDURE</b>	
<b>Section:</b> Administration - Accessibility (AODA) <b>Procedure:</b> Accessible Customer Service - Use of Assistive Devices	<b>Number: AD-D-002</b> Page 1 of 3
<b>Approved By:</b> Paul Laperriere	<b>Approval Date:</b> June 2017
<b>Next Review Date:</b> June 2021	

### 1.0 Purpose

Hands TheFamilyHelpNetwork.ca (Hands) has an obligation to ensure that customers and the broader public who use assistive devices are able to access its facilities, goods and services as required by *Accessibility Standard for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Assistive devices may be used as necessary by persons with disabilities to access Hands goods and services. All customers and the broader public will be supported in their use of personal assistive devices by Hands staff and volunteers. Employees will be aware of various assistive devices that may be used by customers with disabilities while accessing our services. .

### Scope

Procedure applies to: (Check all appropriate boxes for broad application)				
<u>Employees</u>	<u>Volunteers</u>	<u>Board</u>	<u>Services (list)</u>	<u>Other (i.e. clients, visitors, contractors)</u>
x	x	x		x

### 3.0 Responsibility

**3.1 Employees** are required to be familiar with the common personal assistive devices used by persons with disabilities and able to interact with the person using same.

**3.2 Supervisors/Managers** are responsible to ensure all employees are trained to facilitate access to premises and services by people with disabilities who use assistive devices in compliance with the Accessibility Standard for Customer Service and Hands' policy, procedure and practices.

**3.3 Senior Leadership** is responsible to ensure the policy and procedures are established that comply with Accessibility Standard for Customer Service.

### 4.0 Definitions

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**Assistive Devices** are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

**Disability**, as per the Ontario Human Rights Code, means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

**Employee** means every person who deals with members of the public or other third parties on behalf of Hands, whether the person does so as an employee, agent, volunteer or otherwise.

### 5.0 Procedure

**5.1** Hands' facilities that are open to the public will post information in the front office/reception area or entrance that indicates the availability of assistive devices/services and encourages users to seek support from staff and volunteers as they require it.

**5.2** All Hands websites will indicate the availability of assistive devices provided by the agency to assist in the provision of services and access to goods to people with disabilities. These could include TTY (text telephone) service, telephones with large numbers, amplifiers, wheelchairs and lifts, among others. This could also include assistive services such as sign language

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interpretation, oral interpretation, real-time captioning and/or alternative service methods such as the assistance of a staff person to complete a transaction.

**5.3** All Hands websites will indicate that all facilities that provide goods and services respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices.

**5.4** All employees will receive training focused on interacting with people with disabilities using assistive devices rather than on the technical use of the assistive devices. Persons with disabilities may use various assistive devices of their own or devices supplied by the agency while accessing goods and services offered by Hands. Employees will be aware of various assistive devices that may be used by customers with disabilities.

**5.5** All employees and volunteers will practice safety and consideration by:

- not leaving the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- not touching or moving a person's assistive device without the person's permission. If you do have the person's permission, do not move the device out of the user's reach.
- providing information about accessibility features in the immediate environment such as automatic doors, accessible washrooms or change rooms.

**6.0 Linkages (cross reference to Policies, other procedures, legislation, regulations)**  
Accessibility for Ontarians with Disabilities Act  
Accessibility Standards for Customer Service, Ontario Regulation 429/07

### 7.0 Policy Change History

Revision number	Date of Approval	Description of Change
		Revised to reflect...