

Assistive Devices Procedure – Attachment A

All staff shall ensure that accessible customer service is provided to all persons in accordance with this procedure and WECAS Accessibility Policy for Service.

(A) What We Need to Do

1. Allow a person with disabilities to use their own assistive devices to access services.
2. Provide a person with a disability with access to assistive devices upon request.

(B) What Is an Assistive Device?

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community. (Refer to Appendix A for some example of commonly used assistive devices.)

(C) Responsibilities: Client's Own Assistive Device(s)

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the services of the Society unless otherwise prohibited by law (ie: Health and safety reasons). In such situations, the Society may offer a person with disabilities other reasonable measures to assist him/her in obtaining, using and benefiting from the services of the Society, where the Society has such other measures available.

Etiquette and Respectful Customer Service:

Many persons with disabilities will have their own personal assistive devices. Don't touch or handle an assistive device without permission.

1. Moving Personal Assistive Devices:
 - Do not move items or equipment, such as canes and walkers, out of their reach
 - Inform the person about accessible features in immediate environment (automatic doors, accessible washrooms, etc.)
 - 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;
 - Described what you are going to do before you do it;
 - Avoid uneven ground and objects that create bumpy and unsafe ride;
 - Practice consideration and safety – don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

(D) Responsibilities: Assistive Devices provided by the Society

Assistive devices owned and operated by the Society will be available to assist with serving a person's needs and requirements while utilizing the services offered by the Society.

“Appendix A”

What are some commonly used assistive devices?

There are a variety of assistive devices that some of your clients may use, depending not on their disability. Many will be personal assistive devices, meaning they are owned and brought along by the individual, while others may be provided by the Society. The following are examples of some devices you may come across when servicing a person with disabilities:

Vision Loss:

- Digital audio player – enables people to listen to books, directions, art shows, etc;
- Magnifier – makes print and images larger and easier to read;
- Portable global positioning systems (GPS) – helps orient people to get to specific destinations;
- White cane – helps people find their way around obstacles;

Deaf, Deafened, Oral Deaf, Hard of Hearing:

- FM transmitter system or other amplification devices – boosts sound closest to the listener while reducing background noise;
- Hearing aid – makes sound louder and clearer;
- Teletypewriter (TTY) – helps people who are unable to speak or hear to communicate by phone. The person types their messages on the TTY keyboard and messages are sent using telephone lines to someone who has a TTY, or to an operator (Bell Relay Service) who passes the message to someone who does not have TTY.

Physical Disabilities:

- Mobility device (eg. Wheelchair, scooter, walker, cane, crutches) – helps people who have difficulty walking;
- Personal oxygen tank – helps people breathe.

Learning Disabilities:

- Electronic notebook or laptop computer – used to take notes and to communicate;
- Personal date managers – stores, organizes and retrieves personal information;
- Mini pocket recorders – records information for future playback.

Intellectual/Developmental Disabilities

- Communication boards (eg. Bliss board) – used to pass on a message by pointing to symbols, words, or pictures;
- Speech generating devices – used to pass on a message using a device that ‘speaks’ when a symbol, word or picture is pressed.