

## **ACCESSIBILITY STANDARDS FOR CUSTOMER CARE: USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC**

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### **PURPOSE**

This procedure outlines the services to support the independence and dignity of people with disabilities. Such services incorporate measures that include but are not limited to the use of assistive devices.

### **RATIONALE**

The Board will welcome people with disabilities who require services which include but are not limited to assistive devices.

### **GUIDELINES**

#### **1.0 General Guidelines**

- 1.1 Supervisory officers, principals/designates and supervisors/managers will ensure that staff are trained to support parents and the general public who may use assistive devices while accessing Board services.
- 1.2 Training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

#### **2.0 Communication Regarding the Use of Assistive Devices**

- 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.
- 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.

### **DEFINITIONS**

**Assistive devices** are any devices used by people with disabilities to help with daily living. Assistive devices include a range of products such as, but not limited to, wheelchairs, walkers, white canes, oxygen tanks, and electronic communication devices.

### **CROSS-REFERENCES**

#### **Policies:**

- 2.30 Accessibility Standards

### **Procedures**

- 2.33 AS for Use of Service Animals
- 2.34 AS for Use of Support Person
- 2.35 AS for Monitoring
- 2.36 AS for Employment
- 2.37 AS for Info and Communications

### **Other**

- RRDSB Multi-Year Accessibility Plan

### **Legal/Ministry of Education**

- *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- *Ontario Human Rights Code*