

Toronto District School Board

Operational Procedure PR606

Title: **USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC**

Adopted: April 19, 2010

Revised:

Reviewed: June 2012

Authorization: Executive Council

1.0 OBJECTIVE

To establish a procedure that 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 independence and dignity of people with disabilities, including but not limited to the use of assistive devices

2.0 RESPONSIBILITY

Chief Employee Services Officer

3.0 DEFINITIONS

Assistive Device is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as:

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

4.0 PROCEDURE

- 4.1. Supervisory officers, principals and managers will ensure that staff is trained to support parents and the general public who may use assistive devices while accessing Board services.
- 4.2. Training will be focused on how to interact with people using assistive devices rather than on the technical use of the assistive device.
- 4.3. Students and staff will have separate and specific procedures related to their personal use of assistive devices.
- 4.4. The Board's public website and every 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.
- 4.5. The Board's 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.
- 4.6. All Board facilities that are 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 required.
- 4.7. All Board facilities that are open to the public will post information in the front office/reception area that indicates the availability of assistive devices, if applicable, and encourage potential users to seek support from staff and volunteers as they require it.
- 4.8. Tips for Helping Someone With an Assistive Device
 - (a) Many users of Board services and facilities who have disabilities will have their own personal assistive devices.
 - (b) *Key Point to Remember:* One should not touch or handle an assistive device without permission
If you have permission to move a person in a wheelchair remember to:
 - (i) wait for and follow the person's instructions;
 - (ii) confirm that the person is ready to move;
 - (iii) describe what you are going to do before you do it;
 - (iv) avoid uneven ground and objects that create a bumpy and unsafe ride;
and

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

5.0 REFERENCE DOCUMENTS

Policy P069, Accessibility Standards for Customer Service

Accessibility for Ontarians With Disabilities Act and the related Customer Service Standard
Ontario Regulation 429/07, Accessibility Standards for Customer Service