

<b>Procedure Title</b>	<b>Accessibility Standards for Customer Service – Use of Assistive Devices by the General Public</b>		
<b>Date of Issue</b>	January 19, 2010	<b>Related Policy</b>	BP 1411-D
<b>Revision Dates</b>	June 15, 2010	<b>Related Forms</b>	
<b>Review Date</b>		<b>Originator</b>	System Administrative Team

**References**

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
 Accessibility Standards for Customer Service, Ontario Regulation 429/07  
 Ontario Human Rights Code  
 Annual Accessibility Plan  
 AP 1412-D Accessibility Standards for Customer Service – Use of Support Persons by the General Public  
 AP 1413-D Accessibility Standards for Customer Service – Disruption of Service  
 AP 1414-D Accessibility Standards for Customer Service – Monitoring and Feedback

**Procedure:**

**RATIONALE:**

The 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 independence and dignity of people with disabilities. Such services incorporate measures that include, but are not limited to, the use of assistive devices.

**DEFINITION:**

An assistive device is any device designed, made, or adapted to assist a person perform a particular task. Assistive devices include, but are not limited to, a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.

**PROCEDURE:**

**1.0 Responsibility**

- 1.1 Supervisory Officers, Principals and Departmental Managers will ensure that staff members 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 - Use of Assistive Devices**

- 2.1 The board website, each school website and newsletters 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.

**3.0 Follow up Checklist for Administrators**

- The school website and school newsletter 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.
- 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.