

---

<b>Date of Issue</b>	November 2022
<b>Original Date of Issue</b>	March 2010
<b>Subject</b>	<b>USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC</b>
<b>References</b>	<a href="#">Policy 3115 – Accessibility Standards for Customer Service</a> <a href="#">Policy 3116 – Integrated Accessibility Standards</a> <a href="#">Accessibility for Ontarians with Disabilities Act, 2005</a>
<b>Contact</b>	Business Services

---

## 1. Responsibility

- 1.1 Superintendents, principals and departmental managers will ensure that staff and volunteers are trained to support parents/guardians 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. Training of staff and volunteers on accessibility will be related to their specific roles. The training will include:
  - 1.2.1 the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of Customer Service Standards;
  - 1.2.2 the board's policies related to the Customer Service Standards; and,
  - 1.2.3 how to interact and communicate with people with disabilities who use an assistive device.
- 1.3 Students and staff have separate and specific procedures related to their personal use of assistive devices and are not covered by this Administrative Procedures Memorandum (APM).

## 2. Communication Regarding the Use of Assistive Devices

- 2.1 Assistive Devices Carried by Persons with Disabilities
  - 2.1.1 Senior administration and the Manager of Communications will develop a board wide message that will be posted on the board website and each school website which will indicate that all board facilities provide services that respect the independence and dignity of people with disabilities.
- 2.2 All board facilities 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. A tip sheet on helping someone with an assistive device is attached as APPENDIX A.
- 2.3 Information regarding moving people with assistive devices and making a call using the relay system is included as APPENDIX B.

**Approved** March 2010  
**Revised** May 2015, April 2018, November 2022

### **TIPS FOR HELPING SOMEONE WITH AN ASSISTIVE DEVICE**

Many users of board services and facilities who have disabilities will have their own personal assistive devices. One should not touch or handle an assistive device without permission.

Examples of personal assistive devices include:

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

---

## ASSISTIVE DEVICES / SERVICES

### MOVING PERSONAL ASSISTIVE DEVICES

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;
- describe what you are going to do before you do it;
- avoid uneven ground and objects that create a bumpy and unsafe ride; and,
- 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.

Do not move items or equipment, such as canes and walkers, out of the user's reach. Respect personal space. Do not lean over a person with a disability or lean on their assistive device.

Let the person know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.).

*(Copyright for the above resource is Queen's Printer. The resource is an excerpt from the eLearning course developed by the Accessibility Directorate of Ontario and modified for this use.)*

### HOW TO USE A TEXT TELEPHONE (TTY) AND CANADA RELAY SERVICES

How to make a call with a Text Telephone (TTY) System

1. Push the ON switch.
2. Push the DISPLAY switch if you wish to use the screen alone or the PRINT switch if you want what is typed both on screen and in print.
3. Place the telephone receiver on the TTY's rubber receptacles. Make sure that the receiver is firmly in place and that the telephone's receiver cord is on the LEFT side of the TTY.
4. Check the telephone indicator light; if it is lit, you have the line.
5. Dial the number, and watch the telephone light; if it is flashing slowly, this indicates that the device on the other end is ringing.
6. When the person you are calling answers, you will see a phrase appear on the screen such as: "Hello, Richard Smith here, GA." The "GA" stands for "Go Ahead". Don't forget to use it whenever you have finished speaking, so the other person will know it's their turn to speak. The person who receives the call is always the one who starts typing first.
7. When the call is over and you want to advise the other person that you are ready to get off the phone, type "SK". It means Stop Keying. The other person will respond by typing "SK" if they agree that the call is completed. To be courteous, each person waits until the other one has indicated "SK" before hanging up the phone. Always switch the TTY "OFF" as soon as you have finished the call.

### How To Make a Call Using The Relay System

1. Phone the number (1-800-855-0511), and tell the operator your name, the name of the person you are calling, and the number you wish to reach.
2. The operator will make the call for you, and you speak to the operator as if you were talking directly to the person you are calling. For example, say "Hi, `How are you doing?" Do not say: "Tell them I said hello." Remember to say "Go Ahead" when you finish speaking, so the person on the other end will know it is their turn to speak.
3. If you normally speak very quickly, the operator may ask you to speak slower so your message can be typed. There will be brief silences as the operator types to the TTY user and the user replies.
4. Operators will not betray confidences. They will not relay profanity, threats or criminal propositions, but will relay marriage proposals, banking and personal financial information and other personal (and even intimate) conversations.