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| Chapter: | Client Services General | Policy Number | CG1105 |
| Policy title: | Assistive Devices | | |
| Developed: | December 2011 | | |
| Revised: | July 2016, March 2022, May 2023 | | |
| Approved: | May 2023 | | |
| References: | Accessibility for Ontarians with Disabilities Act Welcoming Customers with Assistive Devices (aoda.ca) | | |
| Policy references: | Accessibility Standards for Customer Service Policy CG1104 Fire Safety Plan Policy S1101 | | |
| Approved by: | Tara Groves-Taylor, Chief Executive Officer | | |

Assistive Devices

Policy

Community Healthcaring Kitchener-Waterloo (the Health Centre) is committed to ensure clients and visitors using our services or visiting our site(s) will be able to use their assistive devices within the limits of any applicable health and safety laws or regulations. The Health Centre staff, board members, students and volunteers will seek to provide assistance, where possible, to clients accessing Health Centre services when their personal assistive device cannot be used.

This policy applies to all Health Centre staff, board members, students and volunteers who deal with the public as well as people who accompany clients with disabilities

Procedures

- Training will be provided to staff, board members, students, and volunteers about personal assistive devices and how to work with clients using such devices.
- The Health Centre will inform clients with disabilities about personal assistive devices that the Health Centre has available for use by clients.
- An updated inventory of available devices will be kept in accessible formats and locations.
- The Health Centre will expand its inventory of personal assistive devices as is possible.

Limitations

This policy does not cover devices that are used by people without disabilities or devices that are not related to disability. The policy does not supersede health and safety laws or regulations.

Definitions

Assistive Devices:

- Assistive devices are tools, technologies or other mechanisms that enable a person with a disability to do everyday tasks and activities such as moving, communication or lifting.
- It helps the person to maintain their independence at home, at work and in the community.
- Assistive devices vary depending on the disability but can include magnifiers, a white cane, amplification device, hearing aid, mobility devices, oxygen tank, communication boards, data

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managers, pocket recorders.

- Organizational assistive devices can include elevators, wheelchairs, automatic doors, accessible washrooms, large print documents, TTY device.