

Category: Employee	REF.: EMP #55
Subject: Accessible Customer Service – Use of Assistive Devices by the General Public	Page: 1 of 5
Date: 07/Dec/2009	Supersedes: New
Human Resources Manager Signature:	Date:
CEO Signature:	Date:

SUBJECT: Accessible Customer Service – Use of Assistive Devices by the General Public

POLICY:

The Centre will welcome all members of the community to its facilities by committing its staff, volunteers and placement students to providing services that respect the independence and dignity of people with disabilities, such service to incorporate measures that include but are not limited to the use of assistive devices.

DEFINITIONS

Assistive Devices

An assistive device is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.

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PROCEDURE:

1. Responsibility
 - a) The Human Resources Department will ensure that staff, volunteers and placement students are trained to support children/parents and the general public who may use assistive devices while accessing Centre services.
 - b) Training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.
 - c) Clients and staff have separate and specific procedures related to their personal use of assistive devices.

2. Communication re Use of Assistive Devices
 - a) The Centre's website will indicate that all its facilities provide services that respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices.
 - b) Each Centre facility, as applicable, will post information in the front office/reception area that welcome the use of assistive devices and encourages users to seek support from staff and volunteers as they require it.

3. Assistive Device/Services Made Available by the Centre
 - a) The Centre's website will indicate the availability of assistive devices provided by the Centre to assist in provision of services to people with disabilities.
 - b) Each Centre facility, as applicable, will post information in the front office/reception area that indicates the availability of assistive devices and encourage potential users to seek support from staff and volunteers as they require it. These could include:
 - assistive devices: TTY services, telephones with large numbers, amplifiers, lifts
 - services: sign language interpretation, oral interpretation, real-time captioning
 - alternate service methods: assistance of a staff person to complete a transaction (e.g. consent)
 - c) Managers will be provided with guidelines regarding appropriate interactions with persons using all assistive devices.

4. Tips for Managers

The following pages contain useful information on:

 - interacting with people using assistive devices
 - use of TTY

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PROCEDURE (cont'd):

5. Tips for Helping Someone with an Assistive Device

Many users of Centre services who have disabilities will have their own personal assistive devices which may 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
 - speech-generated devices that “speak” when a symbol, word or picture is pressed
- Key point to remember: One should not touch or handle an assistive device without permission.

6. Moving Personal Assistive Devices

If you have permission to move a person in a wheelchair, remember to:

- wait 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 bumpy and unsafe ride
 - 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.).

7. How to Use TTY and Relay Services

How to make a call with a TTY and the Relay System:

1. Push the ON switch.



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PROCEDURE (cont'd):

2. Push the DISPLAY switch if you wish to use the screen along or the PRINT switch if you want what is typed both on the 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 flashing.
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 when you have finished speaking so the other person will know it's his/her 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 he/she agrees 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 operators as if you are speaking directly to the person. For example, say "Hi, how are you doing?" Do not say "Tell him I said hello." Remember to say "Go Ahead" when you finish speaking so the person on the other end will know it is his/her 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 (even intimate) conversations.

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Framework

Ontarians with Disabilities Act, 2001
 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
 Accessibility Standards for Customer Service, Ontario Regulation 429/07
 Ontario Human Rights Code

Cross-Referencing

The Accessible Customer Service – Use of Assistive Devices by the General Public EMP #55 aligns with the following Centre procedures:

- Accessible Customer Service - Policy EMP #52
- Accessible Customer Service – Use of a Support Person by the General Public EMP #53
- Accessible Customer Service – Notification of Disruption of Service EMP #54
- Accessible Customer Service – Use of Service Animals by the General Public EMP #56
- Accessible Customer Service – Monitoring and Feedback on Accessible Customer Service EMP #57