



**BOARD PROCEDURES:
F-17 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE/USE
OF ASSISTIVE DEVICES**

Procedure #: F-17P/07-27

These procedures outline the practices to be followed by Board and School Staff regarding the implementation of the F-17 Accessibility Standards for Customer Service policy – Use of Assistive Devices.

DEFINITIONS

Assistive Device:

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, or electronic communication devices.

PROCEDURES

1.0 Responsibility

- 1.1 Supervisory Officers, Principals and Managers will ensure that applicable Board employees are trained as necessary to support parents and the general public who may use assistive devices while accessing board services.
- 1.2 Staff training is focused on how to interact with people using assistive devices rather on the technical use of the assistive devices.

2.0 Communication re: use of Assistive Devices

Assistive Devices Carried by Persons with Disabilities

- 2.1 The Board website and each school website will indicate the availability of services that respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices as appropriate.
- 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.

Assistive Devices & Services Made Available by the Board

- 2.3 The Board 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.
- 2.4 Each Board facility that is open to the public will, as applicable, 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.

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. These may include:

- wheelchairs;
- scooters;
- walker;
- 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-generating devices that “speak” when a symbol, word or picture is pressed.

One should not touch or handle an assistive device without permission.

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 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.).