

Policy Name:	USE OF ASSISTIVE DEVICES		
Policy Number:	AODA-103	Formerly	AODA-3
 West Elgin Community Health Centre	Creation Date: November 2011	Reviewed Date: March 2018	Approved by: Executive Director

POLICY STATEMENT

The West Elgin Community Health Centre (the “Centre”) is committed to ensuring clients with disabilities who access our services and anyone with a disability who visits our sites will be able to use their assistive devices within the limits of any applicable privacy, health and safety laws or regulations.

PROCEDURE

WE ENSURE THIS BY

- Using reasonable efforts to ensure clients, consumers and visitors with disabilities and who use assistive devices are treated with dignity, independence, and equality of opportunity
- Educating staff about personal assistive devices
- Allowing clients, consumers and people with disabilities who use our services or visit our site to use their personal assistive devices.

DEFINITIONS

ALTERNATIVE WAYS:

Means ways of helping clients, consumers or visitors with disabilities access our premises or services when they are unable to use their own assistive devices. Alternative ways must consider the principles defined in this policy.

ASSISTIVE DEVICES

Assistive devices may be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

DISABILITY

The definition of “disability” is used in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

PRINCIPLES

The principles of this policy are from the standard and require service providers to use reasonable efforts to ensure policies, procedures and practices are consistent with

- Respecting the dignity and independence of people with disabilities
- Providing services to people with disabilities that are integrated with the services

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- provided to people unless an alternative measure is required
- Giving equal opportunity to people with disabilities to obtain, use and benefit from our services.

STANDARD

Standard is defined as the Accessibility Standards for Customer Service.

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 privacy, health and safety laws or regulations.

APPLICABILITY

THIS POLICY APPLIES TO

- People with disabilities who access our services or premises
- All staff, volunteers, students, contractors, consultants and others working on behalf of the Centre and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard
- People who accompany clients with disabilities who use our services or visit our sites