


Policy Name:	Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - USE OF ASSISTIVE DEVICES		
Policy Number:	AODA-103	Formerly	AODA-3
	Creation Date: November 2011	Reviewed Date: December 2023	Approved by: Executive Director

POLICY STATEMENT

The West Elgin Community Health Centre (the “Centre”) is committed to ensuring persons with disabilities who access our services, and persons 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 persons with disabilities, and who use assistive devices, are treated with dignity, independence, and equality of opportunity.
- Educating staff, students and volunteers about personal assistive devices.
- Allowing persons with disabilities, who use our services or visit our site, to use their personal assistive devices.

DEFINITIONS

ALTERNATIVE WAYS:

Means ways of helping persons 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 staff, students or volunteers.

DISABILITY

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

Policy Name:	Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - USE OF ASSISTIVE DEVICES		
Policy Number:	AODA-103	Formerly	AODA-3

PRINCIPLES

The principles of this policy are from the Customer Service Standard (Part IV.2) of the Integrated Accessibility Standards Regulation and require service providers to use reasonable efforts to ensure policies, procedures and practices are consistent with:

- Respecting the dignity and independence of persons with disabilities.
- Providing services to persons with disabilities that are integrated with the services provided to people unless an alternative measure is required.
- Giving equal opportunity to persons with disabilities to obtain, use and benefit from our services.

STANDARD

Standard is defined as the Customer Service Standard (Part IV.2) under Ontario Regulation 191/11 Integrated Accessibility Standards Regulation.

LIMITATIONS

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

APPLICABILITY

THIS POLICY APPLIES TO:

- Persons 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 Directors, volunteers and others who are involved in developing policies and procedures regarding the Customer Service Standard.
- People who accompany persons with disabilities who use our services or visit our sites.

CROSS-REFERENCE

POLICY AODA-101	Our Commitment – Accessibility for Persons with Disabilities
POLICY AODA-102	Customer Service – Communicating with People with Disabilities
POLICY AODA-104	Customer Service – Support Persons
POLICY AODA-105	Customer Service – Service Animals
POLICY AODA-106	Customer Service – Notice of Disruptions in Service Procedures
POLICY AODA-107	Customer Service – Accessibility Feedback Procedure
POLICY AODA-108	Integrated Accessibility Standards (IASR) – Information, Communication and Employment