

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC

Policy #GB-11A

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The Renfrew County Catholic District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities. Such services incorporate measures that include but are not limited to the use of assistive devices.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Definitions:

Assistive Device: 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 and hearing devices.

Customer: any person who uses the services of the Board

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

1.0 RESPONSIBILITY

- 1.1 Supervisory Officers, Principals and Departmental Managers will ensure that staff are trained to support parents and the general public who may use assistive devices while accessing board services.
- 1.2 Training is focused on how to interact with people using assistive devices rather on the technical use of the assistive devices.
- 1.3 Students and staff have separate and specific procedures related to their personal use of assistive devices.

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2.0 COMMUNICATION RE: USE OF ASSISTIVE DEVICES

Assistive Devices Carried by Persons with Disabilities

- 2.1 The Renfrew County Catholic District School Board website will indicate that all board facilities provide services that respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices.
- 2.2 Each Renfrew County Catholic District School Board facility that is open to the public will provide a pamphlet 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 Renfrew County Catholic District School Board* ***

- 2.3 The Renfrew County Catholic District School Board website 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 Renfrew County Catholic District School Board facility that is open to the public will, as applicable, post information in the front office/reception area in the form of a pamphlet that indicates the availability of assistive devices and encourage potential users to seek support from staff and volunteers as they require it.

(*Note – these could include:

Assistive devices: TTY service, 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., school registration)

Reference List:

Resolution #