

## **TIPS FOR PRINCIPALS/MANAGERS REGARDING ASSISTIVE DEVICES AND TTY**

### **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.

Examples of personal assistive devices 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

***Key Point To Remember: One should not touch or handle an assistive device without permission.***

### **MOVING PERSONAL ASSISTIVE DEVICES**

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.).

## **HOW TO USE TTY AND CANADA RELAY SERVICES**

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

- 1 . Push the ON switch
- 2 . Push the DISPLAY switch if you wish to use the screen alone or the PRINT switch if you want what is typed both on 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 ringing.
- 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 whenever you have finished speaking, so the other person will know it's his or her turn to speak. The person who receives the call is always the one who starts typing first.