

**OTTAWA-CARLETON LIFESKILLS (OCL)
ACCESSIBILITY PLAN and COMPLIANCE with the
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) 2005**

SUPPORTING POLICY STATEMENT and PROCEDURE # 3

SUBJECT: ASSISTIVE DEVICES

OCL is committed to providing goods and services that respect the independence and dignity of persons with disabilities some of whom may or may not use assistive devices.

OCL's head office is open to the public during regular business hours. OCL will post information at the entrance that welcomes persons with disabilities and that, upon request, assistive devices will be made available to those with disabilities while on the premises if they do not already have their own. OCL will also ensure that this information is posted on the OCL website. The information shall include a statement that encourages potential users to seek support from staff if they require it.

Assistive devices are any devices used by persons with disabilities to help with daily living and tasks such as:

- aids for daily living
- alternative and augmentative communication
- mobility aids
- seating and positioning equipment
- computer access aids
- environmental controls
- home, vehicle and/or workplace modifications
- prosthetics and orthodontics
- sensory aids
- recreational devices

Because of the wide range of assistive devices that may be needed, on a case by case basis, OCL will respond to a request for an assistive device as applies to the specific need of the individual.

OCL will provide assistive devices to visitors on a temporary basis while on OCL premises in the event they do not have their own, if practical and possible. As assistive devices are tailored to each specific individual, OCL will provide assistive devices for longer term situations or until the person acquires their own. Each situation will be reviewed on a case by case basis and responded to accordingly.

Persons shall use their own assistive devices as long as they do not present a safety concern or hazard to others or to the premises.

All assistive devices whether provided by OCL or by the person owning it must be maintained in good, working condition at all times.

Upon request, this Supporting Policy Statement and Procedure is available in accessible formats and communication supports.

PROCEDURE

- a) OCL will ensure that information is posted at the entrance of their Head office advising that upon request assistive devices will be made available to those with disabilities while on the premises if they do not already have their own. The notice will also describe how to request such assistance.
- b) OCL group homes and programs are the personal homes of the individuals OCL supports and do not have open public access. Public access is limited to prearranged visits on an as-required basis. If an assistive device is needed for a pre-arranged visit, OCL will respond to requests made in advance provided there is adequate time to respond to the request before the visit.
- c) Management will ensure that staff and volunteers are trained to support visitors who may use assistive devices while accessing OCL facilities. All employees are responsible for following all policies and procedures related to assistive devices.
- d) Because of the wide range of assistive devices that may be needed, on a case by case basis, OCL will respond to a request for an assistive device as applies to the specific need of the individual.
- e) OCL's websites shall indicate that all facilities will respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices to assist in the provision of services and access. These could include phone service, telephones with large numbers or amplifiers, wheelchairs, lifts, etc.

This could also include assistive services such as sign language interpretation, oral interpretation, real-time captioning and/or alternative service methods such as assistance of a staff person to complete a transaction.
- f) Employees must not touch or move a person's assistive device without the person's permission.
- g) Persons using assistive devices must not be located in any awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- h) The person must be advised about accessible features in the environment such as automatic doors, accessible washrooms, etc.
- i) Examples of assistive devices include but, are not limited to:
 - People with physical disabilities that affect movement can use mobility aids, such as wheelchairs, scooters, walkers, canes, crutches, prosthetic devices, and orthotic devices
 - Hearing aids can improve hearing ability in persons with hearing impairments.
 - Cognitive assistance, including computer or electrical assistive devices, can help people function following brain injury.

- Computer software and hardware, such as voice recognition programs, screen readers, and screen enlargement applications, help people with mobility and sensory impairments use computer technology.
 - Assistive devices, such as automatic page-turners, book holders, and adapted pencil grips, allow learners with disabilities to participate in educational activities.
 - Closed captioning allows people with hearing impairments to enjoy movies and television programs.
 - Barriers in buildings, businesses, and workplaces can be removed or modified to improve accessibility. Such modifications include ramps, automatic door openers, grab bars, or wider doorways.
 - Lightweight, high-performance wheelchairs have been designed for organized sports, such as basketball, tennis, and racing.
 - Adaptive switches make it possible for a child with limited motor skills to play with toys and games.
 - Many types of devices help people with disabilities perform such tasks as cooking, dressing, and grooming. Kitchen implements are available with large, cushioned grips to help people with weakness or arthritis in their hands. People who use wheelchairs for mobility can use extendable reaching devices to reach items on shelves.
 - Oxygen tanks to assist with breathing.
 - Medication dispensers with alarms can help people remember to take their medicine on time.
- j) Where practical and possible, OCL will provide assistive devices to visitors on a temporary basis while on OCL premises in the event they do not have their own. OCL will consult with the individual as to what is most appropriate.
- k) Persons using their own assistive devices must ensure that they do not present a safety concern or hazard to others or the premises. (ex: oxygen tank near an open flame such as a BBQ).
- l) OCL will ensure that all assistive devices it provides will be maintained in good working condition at all times. If an assistive device is acquired through a third party supplier, OCL will ensure that it meets the standards required.