




<b>POLICY NAME:</b>	<b>Assistive Devices – Customer Service Standards</b>
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POLICY NUMBER:	ADMIN-HS-1.2	DEVELOPED / ISSUED BY: (Author / Owner of Policy)	Nicole Dagg, Manager, Human Resources
DEPARTMENT:	Administration	APPROVED BY: (Name & Title)	Cynthia St. John, Chief Executive Officer
ISSUE DATE:	July 15, 2019	SIGNATURE OF APPROVER:	
REVISION DATE:	September 21, 2022	REVIEW FREQUENCY:	Biennial

**PURPOSE:**

Southwestern Public Health (SWPH) is committed to serving people with disabilities who use assistive devices.

**SCOPE:**

This policy applies to all employees, volunteers, agents and others providing services on behalf of SWPH.

**POLICY:**

SWPH will provide guidelines regarding the use of and availability of assistive devices, services and alternative service methods when accessing SWPH programs and services.

**PROCEDURE:**

1. Use of Personal Assistive Devices
  - a. Persons with disabilities are welcome to use their personal assistive devices to access SWPH programs and services (i.e., motorized scooter, oxygen tank). SWPH employees will consult with their manager when they are uncertain about the use of assistive devices.
  - b. There may be circumstances however, when the use of a personal assistive device may be prohibited by law or may be determined by SWPH to pose a significant safety risk to the person with a disability or others. In those circumstances, SWPH will endeavour to offer assistive services

and/or alternate service methods in consultation with the person with a disability.

2. Inventory of Assistive Devices, Assistive Services & Alternate Service Methods
  - a. At present, SWPH has the following assistive devices available: a wheelchair in the front lobby. In addition, SWPH provides assistive services and alternative service methods in consultation with the person with a disability whenever possible (i.e., reading of forms or assisting with transactions).
3. Providing Access to Assistive Devices, Assistive Services & Alternate Service Methods
  - a. All persons who deal with members of the public on behalf of SWPH will be trained on the safe use of available equipment or assistive devices, if applicable.
  - b. Assistive devices, assistive services, or alternate service methods will be offered to persons with disabilities, if it is readily apparent, they would benefit from their use, or when an alternative is needed to the person's personal assistive device.

## **DEFINITIONS:**

Assistive Devices means any device that people bring with them or that is already on the premises and is used to assist people with disabilities in carrying out activities or in accessing SWPH programs and services. Such devices include communication, cognitive, personal mobility, or medical aids such as wheelchairs, walkers, canes used by people who are blind or have low vision, note taking devices, portable magnifiers, recording machines, assistive learning devices, personal oxygen tanks and devices for grasping.

Disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, congenital disability or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, and/or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-

visible and whether temporary or permanent in nature.

**COMPLIANCE:**

Failure to comply with this policy and any associated procedures may result in appropriate disciplinary measures.

**RELATED DOCUMENTS:**

[ADMIN-HR-1.31 AODA Customer Service Policy – Customer Service Standards](#)

**REVIEWED BY/CONSULTED WITH:**

Vanda Ostojic-Middel - May 22, 2019