



<b>ADMINISTRATIVE PROCEDURE</b>	
<i>Approval Date</i> <b>2014</b>	<i>Replacing</i> <b>All previous policies</b>
<i>Review Date</i> <b>2019</b>	<i>Page</i> <b>1 of 5</b>
<i>Contact Person/Department</i> <b>Superintendent of Specialized Services</b>	<i>Identification</i> <b>BD-2082</b>

## **ACCESSIBLE CUSTOMER SERVICE: USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC**

### **1.0 PURPOSE**

Trillium Lakelands 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.

Trillium Lakelands District School Board is committed to providing an environment in all of its facilities that fosters independence, dignity and respect for parents/guardians and the general public. Further, the Board is committed to giving people with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve.

Such services incorporate measures that include, but are not limited to the use of assistive devices.

### **2.0 REFERENCES/RELATED DOCUMENTS**

- 2.1 Ontarians with Disabilities Act, 2001
- 2.2 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- 2.3 Accessibility Standards for Customer Service, Ontario Regulation 429/07
- 2.4 Ontario Human Rights Code
- 2.5 MFIPPA: Municipal Freedom of Information and Protection of Privacy
- 2.6 TLDSB Accessible Customer Service: Notification of Disruption of Service Procedure BD-2081
- 2.7 TLDSB Accessible Customer Service: Use of Support Person by the General Public Procedure BD-2083
- 2.8 TLDSB Accessible Customer Service: Use of Service Animals by the General Public Procedure BD-2084
- 2.9 TLDSB Accessible Customer Service: Monitoring and Feedback on Accessible Customer Service Procedure BD-2085
- 2.10 TLDSB Appropriate Use of ICT Technology Procedure BD-3036

### **3.0 TERMS AND DEFINITIONS**

#### **3.1 ASSISTIVE DEVICES**

An assistive device is 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.

### 3.2 TTY- TELETYPE WRITER

An electro-mechanical typewriter that can be used to send and receive messages.

### 3.3 SOUNDFIELD SYSTEM

A system used in classrooms to improve signal to noise ratio, amplifying the speaker's voice above ambient noise in the room.

## 4.0 ADMINISTRATIVE PROCEDURE

### 4.1 RESPONSIBILITY

4.1.1 Principals/Supervisors will be provided with guidelines regarding appropriate interactions with persons using all assistive devices

4.1.2 All staff, volunteers and others dealing with the public will welcome and support parents/guardians and the general public who may use assistive devices while accessing board services.

4.1.3 Support is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

4.1.4 Students and staff have separate and specific school board procedures related to their personal use of assistive devices.

### 4.2 USE OF ASSISTIVE DEVICES

#### 4.2.1 ASSISTIVE DEVICES CARRIED BY PERSONS WITH DISABILITIES

a) Based upon guidelines provided by the Superintendent responsible for Accessible Customer Service, the Board website and each school 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.

b) Each board facility that is open to the public will post information 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.

#### 4.2.2 ASSISTIVE DEVICE/SERVICES – MADE AVAILABLE BY THE BOARD

a) Schools and the school board will provide two way communication channels to parents/guardians via phone, email and/or text message.

b) Board and school websites, will indicate how to determine the availability of assistive devices provided by the Board or school to assist in provision of services to people with disabilities.

- c) Each board facility that is open to the public will, as applicable, have information available in the front office/reception area 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: Texting devices (cell phones), TTY Services, soundfield systems, lifts
- Services: Sign language interpretation, oral interpretation, real-time captioning
- Alternate service methods: Assistance of a staff person to complete a school transaction (e.g. school registration)

## **5.0 APPENDICES**

### 5.1 Appendix A – Tips for Principals/Managers

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## **TIPS FOR PRINCIPALS/MANAGERS**

The following pages contain useful information on:

- Interacting with people using Assistive Devices
- Use of 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 devices include but are not limited to:

- 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
- Cellular phones
- 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: Do 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 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 rides; 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 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 the 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 flashing
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 when 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
7. When the call is over and you want to advise the other person that you are ready to get off the phone, type "SK." It means Stop Keying. The other person will respond by typing "SK" if he or she agrees that the call is completed. To be courteous, each person waits until the other one has indicated "SK" before hanging up the phone. Always switch the TTY "OFF" as soon as you have finished the call

### **How to make a call using the Relay System**

1. Phone the number (1-800-855-0511), and tell the operator your name, the name of the person you are calling, and the number you wish to reach
2. The operator will make the call for you and you speak to the operator as if you are speaking directly to the person you are calling. For example, say "Hi, How are you doing?" Do not say: "Tell him I said Hello." Remember to say "Go Ahead" when you finish speaking so the person on the other end will know it is his or her turn to speak.
3. If you normally speak very quickly, the operator may ask you to speak slower so your message can be typed. There will be brief silences as the operator types to the TTY user and the user replies.
4. Operators will not betray confidences. They will not relay profanity, threats or criminal propositions, but will relay marriage proposals, banking and personal financial information and other personal (even intimate) conversations.