

<b>RIDEAU COMMUNITY HEALTH SERVICES POLICIES AND PROCEDURES</b>		<b>NUMBER: GEN 218</b>
		<b>TYPE: GENERAL</b>
Policy Owner:	Chief Executive Officer	<b>DEVELOPED ON: DECEMBER 2019</b>
Approved by:	Leadership Team	
Reviewed:		
Revised:		

## USE OF ASSISTIVE DEVICES

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### **Policy**

Rideau Community Health Services (RCHS) is committed to ensuring clients with disabilities who access our services and anyone with a disability who visits our sites will be able to use their assistive devices within the limits of any applicable privacy, health and safety laws or regulations.

### **Procedure**

We ensure this by:

- Using reasonable efforts to ensure clients, consumers and visitors with disabilities and who use assistive devices are treated with dignity, independence, and equality of opportunity
- Educating staff about personal assistive devices
- Allowing clients, consumers and people with disabilities who use our services or visit our site to use their personal assistive devices.

### **Definitions**

#### Alternative Ways

Means ways of helping clients, consumers or visitors with disabilities access our premises or services when they are unable to use their own assistive devices.

Alternative ways must consider the principles defined in this policy.

#### Assistive Devices

Assistive devices may be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

#### Disability

The definition of "disability" is used in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

#### Principles

The principles of this policy are from the standard and require service providers to use reasonable efforts to ensure policies, procedures and practices are consistent with

- Respecting the dignity and independence of people with disabilities
- Providing services to people with disabilities that are integrated with the services

### **Associated Policies**

GEN 216 - Accessibility