



POLICY ID: ACCESS-002

TITLE: Use of Assistive Devices

MANUAL: ACCESSIBILITY

SECTION: N/A

APPROVED BY: CHIEF EXECUTIVE OFFICER

POLICY

North Shore Health Network (NSHN) recognizes the requirements set out in the Accessibility Standards for Customer Service, (Ontario Regulation, 429/07) of the Accessibility for Ontarians with Disabilities Act (AODA), 2005, as it pertains to the rights of a disabled person to utilize assistive devices while accessing services at NSHN.

PROCEDURES

NSHN shall make reasonable efforts to accommodate persons with disabilities in accordance with the following principles:

- i. a) Dignity;
- ii. b) Independence;
- iii. c) Integration, except when alternate measures are necessary to meet the needs of people with disabilities; and
- iv. Equal opportunity. (s.3 (2), Ontario Regulation 429/07).

It is recognized that the utilization of assistive devices can greatly enhance the accessibility and independence of persons with disabilities.

I. Accommodating Clients with Disabilities Through the Use of Assistive Devices

- i. In most situations, it is desirable for the disabled person to initiate a request for accommodation including the need for an assistive device. Employees of NSHN will be pleased to work with the disabled patient/resident to provide a suitable form of assistance, as available.
- ii. Where employees are aware of a person's need for assistance in accessing goods and services, employees will inform persons with disabilities of the accommodations and/or the assistive devices that NSHN makes available to persons with disabilities.
- iii. In addition, it is recognized that some persons with disabilities will bring their own personal assistive devices to the NSHN, while accessing care services. NSHN will make all reasonable attempts to accommodate the use of these devices and will only exclude devices based on reasonable grounds of health and safety needs (for example, during some X-ray procedures) – see below.

II. The Use of Assistive Devices by Persons with Disabilities

- i. Persons who require the use of an assistive device will be permitted to keep their device with them while accessing NSHN's services unless the health and safety of the patient/resident or others is at risk or where there is a risk of damage to any person or property.
- ii. Persons using assistive devices are expected to operate the device in a controlled manner at all times.
- iii. If the device is not permitted for use, NSHN will make reasonable efforts to provide other means of accommodation, as appropriate to the individual situation.

III. Disagreements about the use of Assistive Devices and Accommodation Decisions

- i. In the event of a conflict concerning the use of an assistive device, feedback and complaints will be directed to NSHN's CEO or alternate responsible to provide an escalating communication process.

INFORMATION MANAGEMENT

I. External References

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Regulation 429/07 - Accessibility Standards For Customer Service
- Manitoulin Health Centre. (January 2010). Policy & Procedure: Accessibility Standards – Use of Assistive Devices.
- Ministry of Community and Social Services. (April 2009). Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.