

## **Use of Assistive Devices by the General Public**

**Date: 2010 01 01 / 2015 04 28 / 2023 06 20**

### **Applicable Reference from Accessibility Standard for Customer Service Policy:**

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

## **Administrative Procedures**

### **1. Responsibilities**

- 1.1 Supervisory Officers, Principals and Managers will ensure that staff are trained to support parents and the general public who may use assistive devices while accessing board services. Training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.
- 1.2 Students and staff have separate and specific procedures related to their personal use of assistive devices.

### **2. Expectations**

Communication regarding Use of Assistive Devices

- 2.1 Each Board facility that is open to the public will, as applicable, post information in the front office/reception area welcoming the use of assistive devices and encouraging potential users to seek support from staff and volunteers as they require it. A sample notice is provided in Appendix A.
- 2.2 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.
- 2.3 The Board website and school websites, will indicate the availability of a staff person to assist in provision of services to people with disabilities (e.g., school registration).



### 3. Additional Information

- 3.1 The St. Clair Catholic District School Board is committed to the principles of equity and inclusive education, consistent with our Catholic teachings, which value and promote human rights and social justice in all Board policies, programs, guidelines, operations and practices.

## References

Canadian Charter of Rights and Freedom Ontario

Ontario Human Rights Code

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service, Ontario Regulation 429/07

## Definitions

**Disability** - any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes:

- a) diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or on 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,
- 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; ("handicap").

**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.



## Appendix A

### Accessibility for Customer Service

It is the policy of the St. Clair Catholic District School Board to provide an environment in all of its facilities that builds independence, dignity and respect for our students, parents/guardians, the public and our staff. To this end, the Board welcomes individuals with disabilities:

- to use assistive devices
- to be accompanied by a support person
- to be accompanied by a service animal
- to seek support from staff and volunteers

The Board's policy with respect to the Accessibility Standard for Customer Service can be found on our website: [www.st-clair.net](http://www.st-clair.net)

Feedback regarding the way the St. Clair Catholic District School Board provides services to people with disabilities can be made verbally, by email or in writing directed to Supervisor – Communications and Community Relations, at the Catholic Education Centre, 420 Creek Street, Wallaceburg, ON, N8A 4C4.

Tel: 519-627-6762 Ext. 243 or  
Toll Free: 1-866-336-6139 or [feedback@sccdsb.net](mailto:feedback@sccdsb.net)