

TYPE OF POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O.REG 429/07		
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NAME OF POLICY <ul style="list-style-type: none"> Assistive Devices 	PROCEDURES <ul style="list-style-type: none"> Use of assistive devices Availability of other assistive measures 	TARGET GROUP <ul style="list-style-type: none"> All Employees
COUNCIL APPROVAL: 08-28-09	EFFECTIVE DATE: 01-01-10	SUPERCEDES

POLICY

The Corporation of the County of Northumberland is committed to providing exceptional customer service to all customers, including those who use assistive devices in order to obtain, use or benefit from our goods and services.

It is the policy of the Corporation of the County of Northumberland to allow people to use their own personal assistive devices, unless otherwise prohibited by law, to access our goods and services.

OBJECTIVE(S)

The objectives of this policy are to:

- Ensure people are allowed to use their own assistive devices to access our goods and services,
- Outline all other measures the County offers to enable people to access our goods and services

PROCEDURES

Use of Personal Assistive Devices

Personal assistive devices are often used by people with disabilities to help them with daily living. They are usually devices that people bring with them.

Personal assistive devices are any auxiliary aids such as communication aids, cognition aids, personal mobility aids and/or medical aids. They may include (but are not limited to):

- Manual and motorized wheelchairs
- Canes, crutches and walkers
- White canes
- Hearing aids

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- Magnifiers
- Oxygen tanks
- Electronic communication devices

In order to ensure that persons with disabilities are allowed to use their own personal assistive devices, employees of the County will be trained and familiar with various assistive devices that may be used by our customers while accessing our goods and services. Employees will be able to help with the assistive devices upon request. Employees will always ask before assuming help is needed.

Availability of Assistive Devices

The County provides several assistive measures on-site to enable people with disabilities to benefit from the same level of service, in the same place and in a similar way as other customers while accessing our goods and services.

Employees of the County will be trained to know how to find and use all assistive devices available for customers within their functional departments.

The following assistive devices are available on our premises:

- Alternative format documents
- Automatic door openers
- Elevator
- Magnifying glasses
- Staff Assistance