

## General Policy & Procedure



Policy Name: Use of Assistive Devices		Policy #: 10:20:14
Section: Administration	Subsection: Quality and Risk Management	
Policy Owner: Senior Manager, Clinical Services	Approval Date: December 2017	Revision Date: September 2021

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### **POLICY**

St.Amant recognizes its responsibility to provide reasonable accommodation to remove or reduce Barriers to Accessibility by supporting the use of Assistive Devices.

Consistent with standards of The Accessibility for Manitobans Act, St.Amant supports all people to use any Assistive Device required for Accessibility reasons while in a St.Amant operated environment, while receiving services from a St.Amant employee or volunteer, or while attending an event organized by St.Amant.

Assistive Devices include, but are not limited to, all types of mobility equipment, communication devices, voice amplifiers and adaptive computer equipment.

### **PROCEDURE**

1. People have the right to use their Assistive Devices at all times and employees support the use of these devices in order to improve access to goods and services at St.Amant.
2. Employees practice proper etiquette around the use of the person's Assistive Device, such as not touching the device unless given permission or direction to do so.
3. When applicable, employees ask questions about the person's Assistive Device to ensure its correct use.
4. St.Amant makes Assistive Devices available when possible from existing resources. Employees are required to know how to use the devices and equipment available in their specific areas.

5. If a person is unable to use their own Assistive Device, employees work with the person to find an alternate way to provide access to the goods and services required.

## **DEFINITION OF TERMS**

The following definition(s) apply to this policy only and are not necessarily intended for organization-wide use.

<b>Term</b>	<b>Definition</b>
Accessibility	Giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service product or environment.
Assistive Device	A personal device used to assist persons with disabilities in order to perform daily activities such as mobility, communication, working, reading, etc.
Barrier	For a person who has a physical, mental, intellectual or sensory disability, a Barrier is anything that interacts with that disability in a way that may hinder the person's full and effective participation in society on an equal basis.
The Accessibility for Manitobans Act	The Accessibility for Manitobans Act (AMA) outlines a clear and proactive process to identify, remove and prevent Barriers in key areas of daily living.

## **REFERENCES**

<b>Policy Source &amp; #</b>	<b>Policy Title</b>
St.Amant GPP #10:20:04	Accessibility Feedback Process
St.Amant GPP #10:20:05	Accessibility of Public Events
St.Amant GPP #10:20:06	Accessible Built Environment
St.Amant GPP #10:20:07	Accessible Communications
St.Amant GPP #10:20:11	Support Persons for People Disabled by Barriers
City of Hamilton	Assistive Device Policy
The Accessibility for Manitobans Act (AMA)	Customer Service Standard Regulation
WRHA Policy #10.60.030	Accessibility for Persons Disabled by Barriers: Customer Service