

PROCEDURE: AODA-004

Assistive Devices

Policy

OCAPDD 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 OCAPDD to support people to use their own personal assistive devices, unless otherwise prohibited by law, to access our goods and services.

Individual Support Plans will identify the assistive devices required by the persons supported by OCAPDD to access our goods and services.

Purpose

The purpose of this policy is to:

- Ensure people are supported to use their own assistive devices to access our goods and services
- Outline all other measures OCAPDD 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
- Magnifiers
- Oxygen tanks
- Electronic communication devices

Employees of OCAPDD will be familiar with and supportive of the use of various assistive devices that may be used by our customers while accessing OCAPDD goods and services.