

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.01B
Section:	Customer Service	Issued/re-issued:	Dec. 4, 2017
Subject:	Use of assistive devices	Effective:	January 1, 2012
Issue to:	All Employees and Customers of First Reference Inc.	Page:	1 of 3
		Replaces:	AS 2.01B
Issued by:	First Reference Inc.	Dated:	Dec. 4, 2016

1 POLICY

- 1.01 First Reference Inc. will welcome all customers and the public to our facilities by committing our staff and volunteers to providing access to our goods and services in a way that respect the independence and dignity of people with disabilities. Such access to goods and services incorporate measures that include but are not limited to the use of assistive devices. Customers with disabilities are welcome to use their own personal assistive devices on our premises unless not allowed by law.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure that each facility that is open to the public will, as applicable, post information in the front office or reception area or entrance that indicates the availability of assistive devices. At this time, First Reference does not have assistive devices available but encourages potential users to seek support from staff and volunteers as they require it.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of First Reference Inc. in Ontario.

4 RESPONSIBILITY

- 4.01 Managers, supervisors, department heads will ensure that staff are trained to support customers and the public who may use assistive devices while accessing our facilities so that we can provide our goods and services.
- 4.02 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.

5 DEFINITIONS

“**Assistive devices**” are any devices used by persons with disabilities to help with daily living and tasks such as auxiliary aids, communication aids, cognition aids, personal mobility aids and medical aids. Assistive devices include a range of products such as wheelchairs, walkers, white canes, crutches, oxygen tanks,

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hearing aids and other electronic communication devices.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE
Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards ON. Reg. 191/11

7 PROCEDURES

- 7.01 Staff training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.
- 7.02 **Assistive devices carried by persons with disabilities:** First Reference Inc's websites will indicate that all facilities that provide goods and services respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices.
- 7.03 Each of First Reference Inc's facilities that is open to the public will post information in the front office/reception area or entrance that the company welcomes the use of assistive devices and encourages users to seek support from staff and volunteers as they require it.
- 7.04 **Assistive devices/services made available by First Reference Inc:** First Reference Inc's websites will indicate that we do not provide assistive devices to assist in provision of services and access to goods to people with disabilities. However alternative service methods such as assistance of a staff person to complete a transaction will be provided if requested.
- 7.05 Employees must not touch or move a person using an assistive device without the person's permission. If you do have their permission, do not move the device out of the user's reach.
- 7.06 Practice consideration and safety. Do not leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

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- 7.07 All employees must practice consideration and safety. A person must not be left in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors for example.
- 7.08 Employees must let the person know about accessible features in the immediate environment such as automatic doors, accessible washrooms or change rooms if available.
- 7.09 The assessment of the current policy is an ongoing process and will be scheduled when needed.
- 7.10 Policies governing how the organization is committed to accessibility must be reviewed at least annually or when there are changes to the law or to procedures, or when an incident or breach occurs.