

POLICY – ASSISTIVE DEVICES

- 12.0 Any device that is designed and/or adapted to assist a person to perform a particular task is considered an assistive device. Assistive devices enable people with disabilities to carry out their everyday activities. These include, but are not limited to, wheelchairs, hearing aids, adaptive computer technologies, ventilators, walkers, crutches and personal sound amplification devices.

PROCEDURES

- 13.0 Employees should use reasonable efforts to allow persons with disabilities to use and operate their own assistive devices to access the LHINs goods and/or services. Employees are not required to operate assistive devices owned and operated by our clients/customers.
- 14.0 If a person uses a communication aid or assistive device, it is important to remember that these aids are an extension of the individual's personal space and should be respected as such by not touching such a device without the individual's permission.
- 15.0 In some cases the LHIN may utilize assistive devices offered by our organization such as a TTY or Relay Service (assistive devices for an individual who is deaf or hard of hearing) that will enable individuals to access our goods and services. Employees in contact with the public should be aware of such assistive devices that may be offered by their LHIN and how to operate these devices if applicable.
- 16.0 Please refer to the LHIN Best Practices, Tools and Templates for more information on removing physical barriers where possible, assisting individuals with assistive devices, and instructions on accessing a Relay Service.