

Policy: Accessible Customer Service Standards	Procedure Number: 10.8
Subject: Assistive Devices and Services for People with Disabilities	Effective Date: January 1, 2010
Legislation: Ontario Regulation 429/07, Accessible Standards for Customer Service	Revision Date:
Page: 1 of 2	

Assistive Devices and Services for People with Disabilities

Purpose:

The Township of North Kawartha is committed to providing accessible customer service to all customers, including those who use assistive devices to obtain, use or benefit from the goods or services offered by the Township. CSRs will be available to assist with the assistive devices if requested for use by an individual.

Procedures/Practice:

1. The Township of North Kawartha CSRs will allow people to use their own personal assistive devices to access the Townships goods or services. There may be circumstances where use of a personal assistive device is prohibited by law or is determined by the CSR to pose a significant safety risk to the person with a disability or others. In these cases the CSR will offer alternate service methods or alternative available assistive devices in consultation with the person with a disability.
2. CSRs will be knowledgeable on the presence and use of assistive devices available in their Department and will ensure that the assistive device is activated for use. For example power assist doors are to be turned on when the building is in use and the sound system in the Council Chambers is to be activated during meetings. If available, assistive devices, services, or alternate service methods will be provided by a CSR to any person upon request.

CSRs will offer available assistive devices, services, or alternate service methods if:

- It is readily apparent that a person would benefit from the device or service, or,
- the service is needed as an alternative to a person's assistive device.

Policy: Accessible Customer Service Standards	Procedure Number: 10.8
Subject: Assistive Devices and Services for People with Disabilities	Effective Date: January 1, 2010
	Revision Date:
Page: 2 of 2	

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

Examples of assistive devices are:

- Electronic communication devices
- Hearing Aids
- Oxygen tanks
- Wheel chairs, walkers
- White canes
- Magnifying glasses

Examples of assistive services are:

- Staff Assistance
- Alternative location for service delivery
- Alternative format documents

Examples of alternate service methods are:

- CSR assisting a person to complete a transaction

4. Examples of some of the Township's available assistive devices are:

Device	Location
Elevator	New Apsley Community Centre
Power Assist Door(s)	Administrative Building Wilson Park Community Centre Apsley Community Centre
Sound System(s)	Council Chambers Apsley Community Centre
Township Website	www.northkawartha.on.ca