

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.01
Section:	Customer Service	Issued:	Nov 1, 2012
Subject:	Use of assistive devices	Effective:	
Issue to:	All manual holders	Page:	1 of 3
		Replaces:	Sept 15, 2011
Issued by:	Greg Last	Dated:	Nov 1, 2012

1 POLICY

- 1.01 Filter Solutions will welcome all customers and the broader public to our facilities by committing our staff and volunteers to providing our goods and services 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.
- 1.02 Note: Employees have their own separate and specific policy and procedures related to their personal use of assistive devices.

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 and 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 Filter Solutions Inc in Ontario.

4 RESPONSIBILITY

- 4.01 Managers, supervisors, department heads will ensure that staff are trained to support customers and the broader 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.

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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, hearing aids and other electronic communication devices.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

7 PROCEDURES

7.01 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:** Filter Solutions’ website 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 Filter Solution’s facilities that are 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 Filter Solutions Inc:** Filter Solutions’ website will indicate the availability of assistive devices

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provided by the company to assist in provision of services and access to goods to people with disabilities.

- 7.05 Each of Filter Solutions' facilities that are open to the public will post information in the front office/reception area or entrance that indicates the availability of assistive devices/services and encourages users to seek support from staff and volunteers as they require it.
- 7.06 Employees must not touch or move a person's assistive device without the person's permission. If you do have their permission, do not move the device out of the users reach.
- 7.07 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.
- 7.08 Let the person know about accessible features in the immediate environment such as automatic doors, accessible washrooms or change rooms.