

**THE PROTESTANT SEPARATE SCHOOL BOARD
OF THE TOWN OF PENETANGUISHENE**

POLICY MANUAL

POLICY TITLE:

SECTION/CODE:

Use of Assistive Devices by the General Public

School Operations D – 16 A

APPROVAL DATE:

SUPERSEDES:

NUMBER OF PAGES:

REVIEW DATE:

June 10, 2024

September 14, 2020

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1. RESPONSIBILITY

1.1 The Supervisory Officer and Principal will ensure that staff are knowledgeable and prepared to support families and the general public who may use assistive devices while accessing Board services.

1.2 Staff will be provided with appropriate information on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

1.3 Students and staff have separate and specific procedures related to their own personal use of assistive devices and are not covered by this administrative procedure.

2. COMMUNICATION RE: USE OF ASSISTIVE DEVICES

2.1 Assistive Devices Carried by Persons with Exceptionalities – Senior administration will develop a board wide message that will be posted on the board website under Accessibility which will indicate that the school and the board provide services that respect the independence and dignity of people with exceptionalities. The website will also indicate that school and board facilities welcome the use of assistive devices and encourages users to seek support from staff and volunteers as they require it. A tip sheet on assistive devices will be posted in this area as well.

2.2 Assistive Devices/Services – Information regarding moving people with assistive devices and making a call using the relay system are included as APPENDIX B.

Acknowledgment

The Protestant Separate School Board of the Town of Penetanguishene acknowledges and appreciates the contribution of the Simcoe County District School Board in the development of this policy.

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APPENDIX A

TIPS FOR ASSISTIVE DEVICES

TIPS FOR PRINCIPAL/MANAGERS

The following pages contain useful information on:

- ▶ Interacting with people using Assistive Devices
- ▶ Each site has been provided with a reference booklet (Tips on Serving Customers with Exceptionalities)

TIPS FOR HELPING SOMEONE WITH AN ASSISTIVE DEVICE

Many users of Board services and facilities who have exceptionalities will have their own personal assistive devices.

Some examples of personal assistive devices include, but not limited to:

- ▶ wheelchairs
- ▶ scooters
- ▶ walker
- ▶ amplification devices that boost sound for listeners who are hard-of-hearing without reducing background noise
- ▶ hearing aids
- ▶ oxygen tanks
- ▶ electronic notebooks or laptop computers
- ▶ personal data managers
- ▶ communication boards used to communicate using symbols, words or pictures
- ▶ speech-generating devices that “speak” when a symbol, word or picture is pressed

Key Point to Remember: One should not touch or handle an assistive device without permission.

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APPENDIX B

ASSISTIVE DEVICES/SERVICES

MOVING PERSONAL ASSISTIVE DEVICES

If you have permission to move a person in a wheelchair remember to:

- ▶ wait for and follow the person's instructions;
- ▶ confirm that the person is ready to move;
- ▶ describe what you are going to do before you do it;
- ▶ avoid uneven ground and objects that create bumpy and unsafe ride; and
- ▶ 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.

Do not move items or equipment, such as canes and walkers, out of the user's reach.

Respect personal space. Do not lean over a person with an exceptionality or lean on their assistive device.

Let the person know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.).

HOW TO USE TTY (Teletypewriter) AND CANADA RELAY SERVICES

How to make a call with a TTY System

1. Push the ON switch.
2. Push the DISPLAY switch if you wish to use the screen alone or the PRINT switch if you want what is typed both on screen and in print.
3. Place the telephone receiver on the TTY's rubber receptacles. Make sure the receiver is firmly in place and the telephone's receiver cord is on the LEFT side of the TTY.
4. Check the telephone indicator light; if it is lit, you have the line.

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5. Dial the number, and watch the telephone light; if it is flashing slowly, this indicates the device on the other end is ringing.

6. When the person you are calling answers, you will see a phrase appear on the screen such as: "Hello, Richard Smith here, GA." The "GA" stands for "Go Ahead". Don't forget to use it whenever you have finished speaking, so the other person will know it's his or her turn to speak. The person who receives the call is always the one who starts typing first.

7. When the call is over and you want to advise the other person that you are ready to get off the phone, type "SK". It means Stop Keying. The other person will respond by typing "SK" if he or she agrees that the call is completed. To be courteous, each person waits until the other one has indicated "SK" before hanging up the phone. Always switch the TTY "OFF" as soon as you have finished the call.

HOW TO USE TTY SERVICES ON A CELL PHONE

1. Open the Settings app.

2. Scroll down and tap on Accessibility.

3. Under the Hearing section, tap TTY.

4. Lastly, toggle on Software TTY.

5. When you make a call, you'll see an RRT button next to the contact's name. Tap this button to start the RTT call.

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APPENDIX B-2

HOW TO MAKE A CALL USING THE RELAY SYSTEM

1. Phone the number (1-800-855-0511), and tell the operator your name, the name of the person you are calling, and the number you wish to reach.
2. The operator will make the call for you, and speak to the operator as if you were talking directly to the person you are calling. For example, say "Hi, 'How are you doing?' Do not say:" Tell him I said hello." Remember to say "Go Ahead" when you finish speaking, so the person on the other end will know it is his or her turn to speak.
3. If you normally speak very quickly, the operator may ask you to speak slower so your message can be typed. There will be brief silences as the operator types to the TTY user and the user replies.
4. Operators will not betray confidences. They will not relay profanity, threats or criminal propositions, but will relay marriage proposals, banking and personal financial information and other personal (and even intimate) conversations.