

VILLA ITALIA RETIREMENT RESIDENCE

Department	Accessibility Standards	Policy #	VI-HS-PP-021-2
Section	Customer Service	Issued	12/01/11
Subject	Use of Assistive Devices	Page	Page 1 of 3
Issued to	All Employees	Replaces	NEW
Issued by	Pat Mostacci, Executive Director	Dated	12/01/12
	Laura DiStefano, Executive Assistant		

POLICY

Villa Italia Retirement Residence welcomes and provides access to all goods, services, programs and opportunities to persons with disabilities who use personal assistive devices. They are permitted to use their personal assistive devices unless prohibited by law. Persons with disabilities must be made aware of any assistive devices, services and service methods, supplied by Villa Italia Retirement Residence that may assist with the provision of goods, services, programs and opportunities.

Staff must know how to communicate and interact with people using assistive devices rather than on the technical use of the assistive devices.

Assistive devices must be offered in a manner that respects a person's dignity and independence.

PRINCIPLES

To ensure that all persons enjoy barrier-free and equitable access to the goods, services, programs and opportunities offered by Villa Italia Retirement Residence while maintaining their dignity and independence.

PURPOSE

To remove potential barriers by ensuring access to goods, services, programs and opportunities for persons with disabilities who use personal assistive devices.

GOALS

To provide a respectful and welcoming environment that maintains the dignity and independence of all persons with disabilities who use personal assistive devices.

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DEFINITIONS

A Personal Assistive Device is any technical aid, communication device or medical aid that is designed, made, adapted or customized to assist a person with a disability, to increase, maintain, or perform a particular task. Assistive devices include but are not limited to, canes, crutches, walkers, wheel chairs, white canes, identity canes, oxygen tanks, hearing aids, word boards, electronic communication devices, augmentative and alternative devices, Bell Relay and telephone amplifiers.

RESPONSIBILITY

It is the responsibility of all management, staff and volunteers to follow and carry out the procedures outlined below.

All management, staff, and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agency workers, contractors and/or consultants to work on behalf of Villa Italia Retirement Residence will ensure that they are made aware of the purpose and intent of this policy and its procedures.

PROCEDURES

Persons with disabilities have the right to use their own assistive devices at all times, to obtain, use or benefit from services offered by Villa Italia Retirement Residence. It is the responsibility of persons with disabilities to ensure that their assistive devices are operated in a safe and controlled manner.

Staff may respectfully ask persons with disabilities about their preferred method of communication or how the staff member can best provide the required good or service and make every attempt to communicate using the client's preferred method.

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If the request is for a format that is not usually made available, such as a document to be provided in Braille, then reasonable advance notice is required by Villa Italia Retirement Residence, in most cases three (3) to five (5) working days. However, requests for larger and more complex documents could take up to ten (10) or more working days. This is to be discussed with the person with a disability who made the request.

If there is a regular fee that applies to providing the document requested to the public, Villa Italia Retirement Residence will charge the same fee for the alternative format. No additional charges will be passed on to the person with the disability for making the document available in an alternative format.

Wheelchairs, walkers, canes, and oxygen tanks are available within Villa Italia Retirement Residence on a temporary basis. Requests may be made in both the Wellness Department and Physiotherapy Room located on the first floor level.

Pen and paper are available at the reception desk within Villa Italia Retirement Residence.

All management, staff, and volunteers of Villa Italia Retirement Residence will be trained and made aware of the various assistive devices that may be used by persons with disabilities while accessing our goods, programs and services.

In exceptional circumstance, where the person who has a disability must be separated from their assistive device, Villa Italia Retirement Residence staff must, in consultation with the person who has a disability, arrange for alternate support to ensure timely and quality provision of the goods, services program and opportunities being sought. If such a situation can be foreseen, consult with the person with a disability so that appropriate arrangements can be made. These arrangements must be made and communicated, in advance, to staff and any other person who may be involved.