



**Implementation:** September 1 2013  
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**ACCESSIBLE CUSTOMER SERVICE – ASSISTIVE DEVICES**

## POLICY

CMHA is committed to being responsive to the needs of all individuals. We strive to provide quality goods and services that are accessible to all. The purpose of this policy is to establish guidelines on providing goods and services to people with disabilities that require assistive devices.

### Definitions:

#### Assistive Devices

Devices used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard. Assistive devices include, but are not limited to wheelchairs, reading machines, recording machines, hearing devices and devices for gasping, cane. (AODA, 2005)

## PROCEDURES

1. Let individuals know about accessible features in the immediate environment that are appropriate to their needs (e.g., public phones, accessible washrooms, etc.).  
When other assistive devices are required, CMHA will provide alternative measures/ devices as reasonably appropriate or will contact other organizations for support.
1. People with disabilities may choose to use their own personal assistive devices, while accessing goods and services. CMHA acknowledges the importance of these devices and will allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by CMHA.
2. Should be a person with a disability be unable to access CMHA’s services through the use of their own personal assistive device, CMHA will assess service delivery and potential service options to meet the needs of the individual.
3. CMHA staff, third party contractors and others who provide service to individuals/customers will be familiar with the assistive devices and other accessibility supports at CMHA that will increase the accessibility of our services to people with disabilities.

## REFERENCE DOCUMENTS

AUTHORITY: CEO