



Anishinabek Family Care  
Human Resource Policy & Procedures Manual

Section 11 Accessibility for Ontarians with Disabilities	
Policy Title: <b>Assistive Devices</b>	Approval Date: July 2015
Policy No: <b>11.06</b>	Review Date:

### **POLICY**

Dilico is committed to communicate with persons with disabilities in a respectful manner that takes into account their disability. Persons with disabilities are welcome to obtain, use or benefit from Dilico's services through the use of their own assistive devices or any that exist at any Dilico location.

- The use of personal assistive devices to obtain, use or benefit from our services is encouraged.
- Contact may be made via telephone, TTY services, assistive devices, email, and other forms of written communication.

### **PROCEDURES**

1. Employees and student placements who provide services receive training on specific assistive devices that may be used to support the individuals with whom they are matched.
2. Employees and student placement who work at the Agency Operated Homes (AOHs) and in Community and Personal Support Services receive training on the use of assistive devices owned/leased by Dilico and located at these homes such as lift and transfer devices.
3. Office employees receive training on Dilico's assistive devices located at the office.
4. Individual with disabilities are welcome to use their own assistive devices as required.



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RELATED FORMS AND POLICIES
1. #11.01 Customer Service Standard
2. #11.02 Accessibility Plan