



ADMINISTRATIVE PROCEDURE – AP434-3

Use of Assistive Devices by the Public

Area: Operations
Policy Reference: Accessibility (PO434)

Approved: April 26, 2010
Revised: June 22, 2026

1. Purpose

The purpose of this administrative procedure is to outline how the Board supports members of the public who use assistive devices when accessing Durham Catholic District School Board (“Board”) facilities and services.

2. Definitions

Nil

3. Procedures

3.1 Training

- 3.1.1 Members of the senior leadership team, principals, and managers shall ensure that staff receive training related to supporting members of the public who use assistive devices when accessing Board facilities and services.
- 3.1.2 Staff training shall focus on appropriate interaction and support for individuals using assistive devices and shall not include instruction on the technical operation of assistive devices.

3.2 Assistive Devices Used by Members of the Public

- 3.2.1 Members of the public may use their own personal assistive devices to support access to Board facilities and services.
- 3.2.2 The Board website and school websites shall include information indicating that members of the public may use personal assistive devices when accessing Board facilities and services.

- 3.2.3 Where feasible, Board facilities that are open to the public shall display signage in reception areas advising that the use of personal assistive devices is permitted.
- 3.2.4 Where use of a personal assistive device does not allow independent access to a service, staff shall provide reasonable assistance, where feasible, to support access to the service.
- 3.2.5 The use of assistive devices by students and employees is managed through operational practices within schools and work sites.

4. Sources

- 4.1 [Accessibility for Ontarians with Disabilities Act \(AODA\)](#)
- 4.2 [Ontario Regulation 191/11: Integrated Accessibility Standards](#)

5. Appendices

- 5.1 Appendix A – Use of Assistive Devices: Guidance for Staff

6. Related Policies and Administrative Procedures

- 6.1 [Accessibility Policy \(PO434\)](#)
- 6.2 [Customer Service Accessibility Standards \(AP434-1\)](#)
- 6.3 [Notice of Disruption of Services \(AP434-2\)](#)
- 6.4 [Use of Support Person by the General Public \(AP434-4\)](#)
- 6.5 [Monitoring and Feedback on Accessible Customer Service \(AP434-5\)](#)
- 6.6 [Use of Service Animals by the General Public \(AP434-6\)](#)

Guidance for Staff

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

Examples of personal assistive devices include:

- wheelchairs
- scooters
- walkers
- 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

Staff should not touch or handle an assistive device without permission.

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;
- 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 case or walkers, out of the user’s reach;
- respect personal space. Do not lean over a person with a disability or lean on their assistive device;
- let the person know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.).