Lakehead Public Schools

Assistive Devices Tip Sheet

1. TIPS FOR HELPING SOMEONE WITH AN ASSISTIVE DEVICE

An assistive device is any device used by persons with disabilities to help with daily living.

Many users of LDSB's 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; and
- speech-generating devices that "speak" when a symbol, word or picture is selected.

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

2. 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 a 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 a disability or lean on their assistive device.

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

DRAFT

3. HOW TO USE TTY AND BELL RELAY SERVICES

How to make a call with a TTY and the Relay 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 that the receiver is firmly in place and that 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.

5. Dial the number and watch the telephone light; if it is flashing slowly, this indicates that 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 make a call using the Relay System:

1. Phone the number (1-800-855-0511 Voice to TTY) 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 you 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 personal conversations.

Accessing Bell Relay Service: 1-800-855-0511 (Voice to TTY), 711 (TTY to Voice) and 1-800-855-1155 (TTY to TTY).

(Copyright for the above resource is Queen's Printer. The resource is excerpted from the e-learning course developed by the Accessibility Directorate of Ontario and modified for this use.)

DRAFT