

 compassion respect empathy Acceptance teamwork empowerment 	POLICY
DEPARTMENT: Human Resources	Page: 1 of 2
SUBJECT : Accessibility for Ontarians with Disabilities Act - Assistive Devices, Services and Alternate Service Methods	
Last reviewed: 2026-07-31	ISSUING AUTHORITY: Professional Practice Resident Care Coordinator
Next Review: 2027-07-31	

Assistive Devices, Services, and Alternate Service Methods

Use of Personal Assistive Devices

Braemar Retirement Centre is committed to ensuring people with disabilities can access our services with independence and dignity. Individuals are welcome to use their personal assistive devices (e.g., mobility aids, communication devices, medical devices) while accessing Braemar's residential care services.

If there is uncertainty about the safe or appropriate use of a personal assistive device, Braemar staff will consult with the Director of Recreation or their designate to ensure appropriate accommodation is provided.

Availability of Braemar's Assistive Devices and Services

Braemar currently provides the following assistive devices for use by residents and visitors, subject to availability:

- Transfer wheelchairs
- Walkers

Other support services (e.g., staff assistance, communication supports) may also be available as alternate service methods where required.

Providing Access and Training

Braemar ensures that all employees and volunteers who interact with the public or provide care services receive training on:

- How to interact with individuals using assistive devices
- The types and purpose of assistive devices available at Braemar
- How to use any available Braemar-provided assistive equipment, where applicable

Training ensures staff are prepared to support individuals with disabilities using assistive technologies.

Offering Assistive Devices or Alternate Methods

Where appropriate, and when it is readily apparent that a person with a disability may benefit from an assistive device, support service, or alternate service method (e.g., staff assistance in place of a device), Braemar will:

- Offer the device, service, or method as an alternative to the individual's own device (if not available or usable)
- Ensure the person's dignity, autonomy, and communication preferences are respected in the process

Braemar strives to ensure all customers, including those using assistive devices or alternative methods, can access services equally and effectively.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)