

ASSISTIVE DEVICES

1.0 Purpose

- .i Zelus Material Handling is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from Zelus Material Handling's goods and services. The purpose of this procedure is to provide guidelines regarding the use and availability of assistive devices, services and alternative service methods when accessing Zelus Material Handling's goods and services.

2.0 Scope

- .i This procedure applies to every person with a disability who uses an assistive device, or would benefit from assistive services or alternative service methods, to access Zelus Material Handling's goods and services. This procedure also applies to every person interacting with members of the public or other third parties on behalf of Zelus Material Handling, whether an employee, contractor, third party or volunteer.

3.0 Definitions

- .i **Assistive Device** - any device that people bring with them or that is already on the premises and is used to assist people with disabilities in carrying out activities or in accessing Zelus Material Handling's goods and services. Such devices include communication, cognitive, personal mobility or medical aids such as wheelchairs, walkers, canes use by people who are blind or have low vision, note taking devices, portable magnifiers, recording machines, assistive learning devices, personal oxygen tanks and devices for grasping.

4.0 Procedure

4.1 Use of Personal Assistive Devices

- .i Zelus Material Handling allows people with disabilities to use their personal assistive devices to access its goods and services. Any Zelus Material Handling representatives will consult with their manager when they are uncertain about the use of assistive devices.
- .ii There may be circumstances, however, where the use of a personal assistive device may be prohibited by law or may be determined by Zelus Material Handling to pose a significant safety risk to the person with a disability or others. In those circumstances, Zelus Material Handling will offer assistive services and/or alternate service methods in consultation with the person with a disability.
- .iii Personal assistive devices are an extension of the person's personal space. Zelus Material Handling employees may only touch a personal assistive device if asked to and may not move a device out of a person's reach.

4.2 Inventory of Assistive Devices, Assistive Services & Alternate Service Methods

- .i At present, Zelus Material Handling does not have any assistive devices available; however, assistive services and/or alternate service methods will be provided by Zelus Material Handling in consultation with the person with a disability wherever possible; i.e., assisting the person in completing a transaction.
- .ii Zelus Material Handling will provide the assistive service of using the Bell Telephone Relay service upon request.

4.3 Providing Access to Assistive Devices, Assistive Services & Alternate Service Methods

- .i All persons who deal with members of the public on behalf of Zelus Material Handling will be trained on how to use equipment or assistive devices available, if applicable, that may help with the provision of goods or services to people with disabilities.
- .ii If available, assistive devices, assistive services or alternate service methods will be offered to persons with disabilities, if it is readily apparent that such person would benefit from such assistive device or service, or the alternate service method is needed as an alternative to the person's personal assistive device.

5.0 Use of the Bell Telephone Relay Service

- .i You can easily initiate phone calls to TTY users using the Bell Relay service. A Bell Relay operator will type your spoken words to TTY users and read back their replies.

5.1 Placing a Bell Relay service call for voice users

- .i Dial **1 800 855-0511**. The Bell Relay operator will answer saying **Bell Canada Relay service, (operator's name) speaking**, followed by **GA** (for go ahead).
- .ii Provide the Bell Relay operator the area code and number you would like to call. Although you are not required to give the agent your name or the name of the person you are trying to reach, doing so helps the agent connect to the person you are calling.
- .iii The Bell Relay operator will dial the number and keep you informed, as you will not be able to hear the line ring. After a brief pause, the operator may tell you: "I'm just explaining the Bell Canada Relay service, please hold."
- .iv The Bell Relay operator will let you know as soon as someone answers the call, i.e. "John is on the line, GA" (if you provided a name), and read what is typed, followed by "go ahead". "Go ahead" is your cue to begin speaking. Always finish by saying "go ahead" so TTY users know it is their turn to respond.
- .v Let the Bell Relay operator know at the beginning of the call if you are familiar with the service

5.2 Accessing Bell Relay service on your mobile phone

- .i Pressing #711 on a mobile phone connects the hearing mobile phone user with a TTY operator, who will relay the call to a person with a wireline-based TTY device who is deaf, deafened, hard of hearing or has a speech disability.

5.3 General tips for voice users

- .i Speak directly to the TTY user, not to the Bell Relay operator.
- .ii Talk a bit more slowly than usual as the Bell Relay operator is typing in word for word what you are saying.
- .iii Spell names.
- .iv Always say "go ahead" when you are finished.
- .v Always wait for the Bell Relay operator to say "go ahead" before speaking.

6.0 Related Policies & Documents

- .i Accessible Customer Service Plan
- .ii Providing Customer Service to People with Disabilities