

Assistive Device Listing and Instructions

1. Power Operated Doors

Power doors are located at the front entrance to City Hall at 169 Front Street, the entrance to Human Resources at 185 Pinnacle Street and the front entrance to Belleville Water at 195 College Street West. There are also 3 power-operated doors at the Wally Dever Arena, 265 Cannifton Road. All power doors are push-button activated and the openers operate whenever the doors are unlocked.

2. Intercom System

There is an intercom system at Fire Hall #1 at 72 Moira Street West. The intercom is mounted beside the door at a height of 48" and has a push-to-talk button. There is also a remote control so that staff may unlock the front door to allow entry.

To assure that the needs of clients attending the fire hall are met and that assistance is provided in a smooth, responsive manner, the following is provided:

1. When the intercom is activated by someone outside, a staff member will respond and take actions as necessary.
2. If the staff member does not receive an oral response from the person who has activated the system, they will attend the door in person to find out if the system is malfunctioning, or if the person seeking assistance may be unable to use the system.
3. If the system is found to be malfunctioning, the staff member will follow the procedure for an unexpected temporary disruption in service as set out in the City's Policies, Practices and Procedures under Ontario Regulation 429/07 (Part B, Subsection 3. b) on page 15), and will make arrangements to have the system repaired.

3. Transit Bus Wheelchair Securement Procedure

Most regular Belleville Transit buses, as well as Mobility Buses are wheelchair accessible. The following procedure is provided to ensure that people who use wheelchairs receive service that is safe and courteous.

The Operator is responsible for the proper securement of the wheelchair before placing the bus in motion.

Make sure the wheelchair is secured before moving the bus by assisting the passenger or their companion (if necessary) with the restraint devices (clamp or retractable straps). These devices **MUST** be used. An unsecured wheelchair on

a moving bus is a safety hazard to other passengers as well as the passenger in the chair.

The Operator must not move the bus until he/she deems the wheelchair is properly secured. The retractable straps must be fastened to the fixed frame of the chair, not the wheels.

1. Securement:

Remind passengers to set the brakes on the wheelchair or in the case of a power chair or scooter, the power must be switched off.

RED STRAPS ARE BOLTED TO BUS FOR SECURING THE CHAIR/SCOOTER

RED STRAPS ARE FITTED IN THE FLOOR SLOTS FOR SECURING CHAIR/SCOOTER

BLACK STRAPS ARE PASSENGER SEATBELTS, LAP AND SHOULDER

a) Wheel clamp and Strap

Manual wheelchairs may be secured by use of the wheel clamp on one wheel and a retractable strap on a part of the frame on the opposite side.

b) Two straps

Non-standard and electric wheelchairs can be secured by attaching both retractable straps to a point on the frame of the wheelchair at a 45 degree angle or as close as possible.

c) Scooters

Any electric three (3) or four (4) wheeled scooter should be secured using retractable straps attached to a point at the rear of the scooter frame or chair, and a strap or straps attached to the front of the scooter.

d) Seat Belts

All wheelchair passengers are expected to wear the seatbelts provided. If the passenger refuses to wear the seatbelt, he/she is to be advised of their responsibility under the highway traffic act and that by refusing to wear it they are assuming responsibility.

2. It is recommended that Operators advise passengers of what procedure they are following in securing a wheelchair prior to touching the wheelchair or person. This procedure may avoid any misunderstanding that may result from providing assistance to passengers in wheelchairs.

3. Operators should ask where passengers wish to alight so the bus can be positioned to cycle the ramp at that spot.

Unloading Procedure

1. Set 4-way flashers, maxim brake, put transmission in neutral
2. Allow other passengers to get off first.
3. Caution passengers as well as pedestrians on the street to stay clear as the ramp is deployed
4. Assist passenger if necessary, to release tie-downs and alight from bus.

Operators are not required to:

1. Assist the wheelchair passenger beyond an area in the immediate vicinity of the front door of the bus
2. Lift passengers and/or chairs in any manner (except in an emergency).

4. Vertical Elevating System – City Hall, 169 Front Street

A vertical elevating system is installed in the front foyer of City Hall to allow access for individuals who may be unable to navigate up and down the stairs located inside the main entrance to the building.

It is not only wheelchair users who will need to use the elevating system. Older people, less ambulant people, those with visual impairments and invisible disabilities may also use the elevating system in preference to stairs.

To ensure that the needs of the users of the elevating system are met and that assistance is provided in a smooth, responsive manner, the following is provided:

1. A sign, placed near the elevating system, informs individuals that they must press the buzzer located on the wall near the elevating system for assistance.
2. A key is required to activate the elevating system and is held by the Customer Service Representative. The Customer Service Representative's workstation is located at the main switchboard at City Hall. This key should only be used by a City representative who has been trained and is familiar with the operations of the elevating system. Under no circumstances should the key be handed to the individual who requires access to the elevating system or his/her support person.
3. The Customer Service Representative will acknowledge the call for assistance and will immediately provide assistance and access to the elevating system.

4. The Customer Service Representative will ask the person if they require assistance entering or exiting the elevating system. The Customer Service Representative will accept if the person indicates that help is not required however, the Customer Service Representative will not assume that the person can manage even if assistance is refused and the Customer Service Representative will remain in the area to observe and provide assistance if difficulties are encountered.
5. The Customer Service Representative will hold open the doors to the elevating system and ensure the person has sufficient time to enter or exit.
6. If a person is in a wheelchair, the Customer Service Representative will ensure the wheelchair is in a locked position and that the chair is not touching the front or back of the elevating system before engaging the system.
7. If appropriate, the Customer Service Representative will offer a chair for the person to sit in while they travel in the elevating system.
8. Upon engaging the elevating system, the Customer Service Representative will take the stairs to the destination level of and ensure the person safely exits the elevating system.

5. Power Stair-Lift – Human Resources, 185 Pinnacle Street

A stair-lift system is installed inside the entrance to the Human Resources office at 185 Pinnacle Street to allow access for individuals who may be unable to navigate up and down the stairs located inside the main entrance to the building.

It is not only wheelchair users who will need to use the elevating system. Older people, less ambulant people, those with visual impairments and invisible disabilities may also use the elevating system in preference to stairs.

To ensure that the needs of the users of the elevating system are met and that assistance is provided in a smooth, responsive manner, the following is provided:

1. A key is required to activate the elevating system and is held at the front counter in the Human Resources Office. This key should only be used by a City representative who has been trained and is familiar with the operation of the stair-lift. Under no circumstances should the key be handed to the individual who requires access to the elevating system or his/her support person.
2. A Representative from Human Resources will provide assistance and access to the stair-lift.

3. The Representative will ask the person to move to the north side of the vestibule away from the lift while the platform is lowered.
4. The Representative will insert the key into the lower call station and press (and hold) the Down-Arrow button to call the lift and lower the platform.
5. The Representative will ask if the customer requires assistance entering or exiting the elevating system, and will provide assistance if accepted. If the person indicates that help is not required however, the Representative will not assume that the person can manage even if assistance is refused and will remain in the area to observe and provide assistance if difficulties are encountered.
6. If a person is in a wheelchair, the Representative will ensure the wheelchair is in a locked position and that the chair centred on the platform before engaging the system.
7. If appropriate, the Customer Service Representative will lower the fold-down seat for the person to sit on while they travel in the stair-lift.
8. The Representative will insert the key into the key switch on the carriage and either instruct the passenger to press and hold the directional button to raise or lower the unit, or connect the remote control unit available at the front counter in Human Resources.
9. Once the unit reaches the desired level, the appropriate safety arms and ramps will open to allow the person to safely exit.
10. The Representative will then remove the key, place it in the call station and press the down-call button once to fold the platform up, and return the key to the front counter at Human Resources.

6. TTY devices

There is a TTY device located at the main information/reception desk on the 1st Floor at City Hall, 169 Front Street. There is also a TTY being installed at Human Resources, 185 Pinnacle Street, and another at the Quinte Sports Centre, 265 Cannifton Road. Please see “Supplementary Practices for TTY Use Under O. Reg. 429/07” in the City’s Policies, Practices and Procedures under Ontario Regulation 429/07 (Part C, beginning on page 21) for instructions.

7. Assistive Listening Headsets in the Council Chambers

The Council Chamber at City Hall, 169 Front Street, is equipped with an FM assistive listening system to enable people who are hard of hearing to amplify the output from the sound system. At least four (4) headsets are

available for public use. They are kept in a locked cabinet, and are only accessible upon request. The FM transmitter is active whenever the sound system is in operation.

1. Persons wishing to use the assistive listening system should advise the City Clerk's office prior to the start of the meeting.
2. The Clerk or their Representative will provide the person wishing to use the system with a headset unit for the duration of the meeting, so long as one is available. Headsets will be allotted to users on an as-requested basis.