

<b>ASSISTIVE DEVICES</b>	
<b>Procedure No.</b> <b>HR-2.0</b>	<b>Revision:</b> <b>Date:</b>
<b>Original Release Date:</b> <b>January 1<sup>st</sup>, 2012</b>	<b>Review Date:</b>
<b>Approved By:</b>	
<b>BB</b>	<b>HC</b>
<b>CEO</b>	<b>VP OPERATIONS</b>

**1.0 Purpose**

The purpose of this policy is to ensure our employees are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our goods and services.

**2.0 Scope**

This policy has been developed in accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07 - Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The regulation requires accessibility standards for customer service if the organization provides goods or services to the public or other third parties.

All legislated changes impacting this policy will be reflected in CleanRiver, a division of Midpoint International (hereinafter referred to as “CleanRiver”) policy through updates, on an on-going basis. The policy will be reviewed annually in accordance with applicable legislation. No changes will be made to this policy before considering the impact on people with disabilities.

This policy applies to all employees of CleanRiver who interact with the public and other third parties.

**Our Commitment**

CleanRiver strives to provide our goods and services in a respectful and accessible manner to all customers, including persons with disabilities. Persons with disabilities will benefit from the same services, in the same place, in a similar way, as other customers. It is the commitment of CleanRiver to provide equitable treatment, with respect to providing our goods and services without discrimination in accordance with the provisions of the Ontario Human Rights Code.

**3.0 Responsibilities**

**CEO, VP of Operations and Employees**

- 3.1 The CEO and VP of Operations are responsible for and must do the following:
- Provide training to all employees who interact with the public or other third parties

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- 3.2 Employees are responsible for and must do the following:
- Comply with this policy
  - Attend training

**4.0 Definitions**

Disability (as per the Ontario Human Rights Code)

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

Customers

People CleanRiver refers to as clients who receive goods or services from our organization.

Persons with Disabilities

Individuals who have a disability as defined under the Ontario Human Rights Code.

Goods and Services

The goods and services provided by CleanRiver.

Assistive Devices

A device used to assist a person with a disability in carrying out activities or in accessing the services of persons or organizations covered by the customer service standard. (i.e. canes, hearing aids, wheelchairs, etc.)

Premises

Includes the buildings, land or grounds where goods or services provided.

**5.0 Procedure**

- 5.1 We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure employees are

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trained on and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

- 5.2 Persons with disabilities shall be permitted to obtain, use, or benefit from our goods and services through the use of their assistive devices.
- 5.3 It is the responsibility of the person with a disability to ensure that his or her own assistive device is operated in a safe manner at all times.
- 5.4 All employees will be trained as required to use assistive devices and CleanRiver will maintain accurate records of training delivered to our employees. These records will be made available upon inspection as may be required.

**6.0 Associated Documents**

HR-1.0 Accessibility Standards for Customer Service  
 HRF-1.0-A Feedback Form  
 Training Records Form

**7.0 References**

Accessibility Standards for Customer Service, Ontario Regulation 429/07 – Accessibility for Ontarians with Disabilities Act, 2005 (AODA).  
 Ministry of Community and Social Services

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