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**ROBERTSON BUILDING SYSTEMS  
POLICY & PROCEDURES**

**Subject: AODA – Assistive Devices**

**Effective: 11/1/12**

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**Purpose**

Robertson Building Systems is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from Robertson Building Systems goods and service. The purpose of this procedure is to provide guidelines regarding the use and availability of assistive devices, services and alternate service methods when accessing Robertson's goods and services.

**Scope**

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 Robertson's goods and services. This procedure also applies to every person interacting with members of the public or other third parties on behalf of Robertson, whether an employee, contractor, third party or volunteer.

**Definitions**

**Assistive Device** – any devices used by persons with disabilities to help with daily living and tasks such as auxiliary aids, communication aids, cognition aids, personal mobility or medical aids. Assistive devices include a range of products such as wheelchairs, walkers, white canes, crutches, note taking devices, portable magnifiers, recording machines, assistive learning devices, personal oxygen tanks and devices for grasping.

**Procedure**

As part of our commitment, we have developed policies, procedures and practices around how our goods and services are provided to persons with disabilities

1. Robertson allows people with disabilities to use their personal assistive devices to access its goods and services. Any Robertson employee will consult with their Manager when they are uncertain about the use of assistive devices.
2. Employees must not touch or move a person's assistive device without permission. If permission is given, do not move the device out of the user's reach.
3. 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.

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4. At present, Robertson does not have any assistive devices available; however, assistive services and/or alternate service methods will be provided by Robertson in consultation with the person with the disability wherever possible.
5. Robertson will provide the assistive service of using the Bell Telephone Relay service upon request.
6. All persons who deal with members of the public on behalf of Robertson will be trained on how to use equipment or assistive devices available, if applicable, that may help with the provision of goods and services to people with disabilities.