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**ROBERTSON BUILDING SYSTEMS  
POLICY & PROCEDURES**

**Subject: AODA – Support Persons**

**Effective: 11/1/12**

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**Purpose**

Robertson Building Systems is committed to serving people with disabilities who are accompanied by a support person. The purpose of this procedure is to provide guidelines regarding the provision of Robertson's goods and services to persons with disabilities when they are accompanied by a support person.

**Scope**

This procedure applies to every person with a disability who is accompanied by a support person. 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**

**Support Person** – any person (whether a paid professional, volunteer, family member or friend) who accompanies a person with a disability to help with communication, mobility, personal care or medical needs, or with access to goods and services.

**Procedure**

In some situations it may not be clear which person is the support person. A person with a disability might not introduce his/her support person. To determine who is the support person, Robertson employees should take the lead from the person who is requesting the goods and services, or ask.

The Robertson employee should speak directly to the customer, not to the support person.

A person with a disability and his/her support person are permitted to enter those areas of Robertson's property that are open to the public or other third parties. Unless otherwise requested by the person with a disability, the support person will be permitted to remain with the person with the disability throughout the entire duration that he/she is accessing Robertson's goods and services.

**Confidential Information:**

When a Robertson employee must discuss confidential information with a person with a disability who is accompanied by a support person, the Robertson employee will ask the person with a disability whether the support person may remain present. If the person

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with a disability chooses not to have the support person present, the Robertson employee will offer a close, comfortable location where the support person can wait.

**Lack of Adequate Space:**

If there is not adequate space for both the person with a disability and his/her support person to be present while accessing Robertson's goods and services, the Robertson employee will arrange for an alternate location with adequate space. If an alternate location is not available, the Robertson employee will:

- Make a reasonable effort to accommodate both the person with a disability and the support person within the available space.
- If reasonable, offer a close, comfortable location where the support person can wait, preferably where the person with the disability and his/her support person can remain within sight of each other.

**Appropriate Behaviour:**

Robertson may require a support person to accompany a person with a disability on its property if the support person is necessary to protect the health or safety of the of the person with a disability, or the health or safety of others, on such property.