



Assistive Devices

Document: PO-AA-02
Revision no. 07
Revision Date: 20210414

Privacy: General

1.0 Overview

Common Collection Agency is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.

Common Collection Agency will ensure that employees are trained and familiar with assistive devices that may be used by people with disabilities while accessing our services.

Assistive Device is an item a person may bring with them or that is already on the premises and is used to assist a person with a disability in accessing goods and services. Some may be visibly apparent, some may not.


“Disability” under the Ontario Human Rights Code means:

- (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; and
- (b) a condition of mental impairment or a developmental disability; and
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; and
- (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”)

2.0 Reference

FR-AA-01 Bell Relay Service Instructions

3.0 Change Management Table

Review Date:	20210414		
Approved By:	Reeza Mohammed		
Position:	Sr. Manager, Client Services		
Revision #	Revision Date	Description of changes	
01	20111231	Creation date	
02	20160517	Reviewed and updated QA Manager	
03	20170717	Reviewed	
04	20180528	Reviewed	
05	20190624	Reviewed	



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06	20200622	Reviewed
07	20210414	Annual Review