



ASSISTED COLLECTION PROGRAM POLICY

1. Purpose

The Bluewater Recycling Association is committed to providing accessible recycling collection services for residents who, due to a permanent or temporary disability or medical condition, are unable to place their wheelie bins at the curb for collection.

The Assisted Collection Program provides reasonable accommodation while ensuring collection services remain safe, efficient, and equitable for all residents.

2. Eligibility

Residents may be eligible for Assisted Collection if they:

- Are unable to move their wheelie bins to the curb due to a permanent or temporary disability or medical condition.
- Do not have another able-bodied person residing at the property who is reasonably available to place the bins at the curb.
- Submit a completed Assisted Collection Application and any supporting documentation requested by the Association.

The Association reserves the right to request additional information to verify eligibility.

3. Scope of Service

Approved residents will receive assistance with the collection of their wheelie bins.

The service includes:

- Retrieving bins from an approved location on the resident's property.
- Emptying the bins during the scheduled collection.
- Returning the bins to the same approved location following collection.

The Association will determine the approved collection location based on operational, safety, and accessibility considerations.

4. Conditions of Service

Residents approved for Assisted Collection must comply with the following conditions:

1. Wheelie bins must be freely accessible and must not be stored inside a building, garage, shed, or behind locked gates or fenced areas.
 2. The path to the collection containers must remain clear and safe for collection staff, free from snow, ice, debris, vegetation, or other hazards.
 3. Pets must be secured so they do not interfere with collection staff entering the property.
 4. If an able-bodied person becomes available to place the containers at the curb before the approval period expires, the resident must notify the Association immediately. Assisted Collection eligibility will end at that time.
 5. The Association is not responsible for any damage to private property resulting from the normal execution of this service.
 6. The resident authorizes Association collection staff to enter the property solely for the purpose of providing the approved Assisted Collection service.
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5. Service Limitations

The Assisted Collection Program is intended to provide reasonable accommodation and is not intended to replace standard curbside collection requirements.

The Association reserves the right to determine whether a requested collection location is operationally feasible.

Assisted Collection will **not** be provided where:

- The retrieval location requires collection staff to travel an excessive distance across private property.
- Access would create an unreasonable delay to collection operations.
- The route presents safety concerns, including steep slopes, unsafe terrain, snow or ice accumulation, poor lighting, aggressive animals, or other hazards.
- Access requires entry into a residence or other enclosed structure.
- Conditions prevent collection staff from safely performing the service.

Where the requested location is not feasible, the Association may approve an alternate collection location on the property that provides reasonable accommodation while maintaining safe and efficient operations.

6. Approval Period

Approvals may be granted on either:

- a temporary basis, with an expiry date; or
- a permanent basis, subject to periodic review by the Association.

The Association may request updated information at any time to confirm continued eligibility.

7. Suspension or Cancellation of Service

The Association may suspend or cancel Assisted Collection where:

- eligibility requirements are no longer met;
- information provided in the application is found to be inaccurate;
- conditions of this policy are not maintained;
- collection staff are unable to safely access the bins; or
- continued service would create an unreasonable operational or safety concern.

Whenever practical, the resident will be notified of the reason for the suspension or cancellation.

8. Association Discretion

The Association will assess each application individually and will make reasonable efforts to accommodate eligible residents.

Nothing in this policy guarantees approval of a specific collection location or level of service. The Association reserves the right to determine the manner in which Assisted Collection is provided, taking into consideration operational requirements, employee safety, and the equitable delivery of services to all residents.



APPLICATION FOR ASSISTED COLLECTION PROGRAM

Set Out/Set Back Assistance is provided by collection crews entering the property to move solid waste receptacles to the curb for collection and return them to the property where applicable.

I, _____ am the Occupant of property located at

_____ and am physically challenged to the extent that I cannot move the collection receptacles to the collection point and do not have an able-bodied person to provide this service. I hereby apply for this service and agree to the following conditions of the Association's Resident Assistance Policy.

What is the nature of the disability? _____

Is the disability permanent? ____yes ____no.

If no, what is expected date of recovery? _____

Signature: _____ Date: _____

Please fax completed form(s) to 519-228-6656 or email to info@bra.org

Approved by: _____

Date Approved: _____



PHYSICIANS DISABILITY FORM FOR ASSISTED COLLECTION PROGRAM

To be completed by the attending physician.

Patient's Name: _____
(last) (first)

Date of Birth _____
mm/dd/yy

Address _____

Is the patient permanently physically challenged or permanently disabled and requires extensive physical assistance? ____yes ____no

Extensive Physical Assistance means extensive supervision and care which is necessary in order to perform the functions of daily living in the home such as preparation of meals, personal care and hygiene and does not include:

- a) assistance and supervision provided by a family member,
- b) assistance with activities outside the home,
- c) home care provided by a provincial health care or social services government or government funded agency, including but not limited to caregivers, or
- d) assistance with home repairs and maintenance or yard work.

Please describe in detail the assistance the patient requires.

Does the patient require a caregiver in the home? ____ yes ____ no

Caregiver means a person who provides extensive physical assistance for a fee

Physician's Signature _____ Date _____

Physician's Name (please print) _____

Please fax completed form(s) to 519-228-6656 or email to info@bra.org