

Policy: Accessible Customer Service Standards	Procedure Number: 10.9
Subject: Accessibility to Waste Collection Service (Curbside Pickup)	Effective Date: January 1, 2010
Legislation: Ontario Regulation 429/07, Accessible Standards for Customer Service	Revision Date:
Page: 1 of 1	

Purpose:

The Township of North Kawartha is committed to making its programs, services, and facilities accessible, including the curbside pickup component of the Township’s Waste Collection Service. Persons who cannot access the curb side pickup component will be provided with an equal number of opportunities to dispose of a standard size waste filled garbage bag at no charge as a person who participates in curbside pickup.

Procedures/Practice:

1. The ratepayer submits Form 11.8 to the Township for an exemption from the curbside pick up component of the Township’s Waste Collection Service at the beginning of each calendar year (January). The request must be accompanied by confirmation from a health care practitioner that the person with a disability cannot access the curb side pickup component of the Township’s Waste Collection Service.
2. Upon submission of Form 11.8 the person shall be provided with 52 opportunities (one per each week of the year) to dispose of a standard size waste filled garbage bag at no charge as persons who utilize curbside pick up. Should the person submit a request part way through the year the number of opportunities to dispose of a standard size waste filled garbage bag will be equal to the number of weeks left in the current year.
3. Persons with a disability that receive an exemption from the curb side component of the Township’s Waste Collection Service will utilize the Township’s Transfer Stations.

Related Documents:

- Form 11.8 – Request for Exemption from Curbside Pickup