



# Accessible Communication

Document: PR-AA-01  
Revision no. 07  
Revision Date: 20210414  
  
Privacy: General

## 1.0 Purpose

The purpose of this procedure is to ensure we adhere to Common Collection Agency Inc.'s required compliance with the regulations of the Accessibility for Ontarians with Disabilities Act, 2005, which dictates that we will communicate with people with disabilities in ways that take into account their disability, in any type of interaction with the public or other third parties.

## 2.0 Scope

This procedure applies to all Common Collection Agency Inc. employees, in any type of interaction with the public or other third parties, subject to Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5) (PIPEDA) and within the available formats;

- Hard Copy – Postal and Courier Services
- Telephone
- Bell IP Relay Service
- Fax
- Email

## 3.0 Responsibility

Common Collection Agency will ensure that all employees and others dealing with the public are properly trained in how to interact with people with disabilities and are aware of available formats and restrictions during communication.

All Employees must ensure that they are consistently following this procedure.

## 4.0 Description of Activity

An employee will address the person's service needs by asking how they would prefer to communicate.

The employee is responsible to communicate as per the request of the person being served, subject to the Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5) (PIPEDA) and within the available formats;

- Hard Copy – Postal and Courier Services
- Bell IP Relay Service
- Telephone
- Fax
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If the request for communication method by the person being served is not available, the employee shall explain what communication methods are available and do their best to accommodate.




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### 5.0 Reference

### 6.0 Change Management Table

| <b>Review Date:</b> | 20210414                     |                                 |  |
|---------------------|------------------------------|---------------------------------|---|
| <b>Approved By:</b> | Reeza Mohammed               |                                 |   |
| <b>Position:</b>    | Sr. Manager, Client Services |                                 |   |
|                     |                              |                                 |   |
| Revision #          | Revision Date                | Description of changes          |   |
| 01                  | 20111231                     | Creation date                   |   |
| 02                  | 20160517                     | Reviewed and updated QA Manager |   |
| 03                  | 20170407                     | Reviewed                        |   |
| 04                  | 20180528                     | Added: 2.0 & 4.0 Email          |   |
| 05                  | 20190624                     | Reviewed                        |   |
| 06                  | 20200622                     | Reviewed                        |   |
| 07                  | 20210414                     | Annual Review                   |   |