



Service Animals

Document: PR-AA-02
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 welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

2.0 Scope

“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”)

A “Service Animal” is:

- a) is specially trained to assist a person who has a disability; and
- b) is readily apparent that the animal is used by the person for reasons relating to a disability; and
- c) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to disability

This procedure applies to all Common Collection Agency employees, in any type of interaction with the public or other third parties.

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 who are accompanied by a service animal.

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

4.0 Description of Activity

The employee will provide service while allowing the person being served to use their service animal.




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5.0 Reference

6.0 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	
06	20200622	Reviewed	
07	20210414	Annual Review	