



Notification of Temporary Disruption of Services

Document: PR-AA-03
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 ensure there is public notification in the event of a planned or unexpected disruption in the facilities or services used by the public or other third parties.

2.0 Scope

This procedure applies to all Common Collection Agency employees.

3.0 Responsibility

Common Collection Agency will ensure that all employees and others dealing with the public are properly trained on methods and means of providing notification of temporary disruption of services.

Common Collection Agency will ensure there is a "Notification of Temporary Disruption of Services" template provided.

Employees will publicly post a "Notification of Temporary Disruption of Services" on all public entrances when there is a disruption of services.

4.0 Description Of Activity

Employee will fill out notification of temporary disruption template, which will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services or entrances, if available, in the event of a planned or unexpected disruption in the facilities or services.

The notice will be placed at all public entrances and service counters on our premises.

Where possible, notice may be given by posting information on the Common Collection Agency's website or any other such method as is reasonable in the circumstances including telephone, and / or email.

5.0 Reference


FR-AA-04 Notification of Temporary Disruption of Services Template



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6.0 Change Management Table

	Review Date:	20210414	
	Approved By:	Reeza Mohammed	
	Position:	Sr. Manager, Client Services	
	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	