



Workplace Emergency Response Information

Document: PR-AA-05
Revision no. 06
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 workplace emergency response information is available to employees who have a disability when Common Collection Agency Inc. (CCA) is made aware that there is a need for accommodation during a workplace emergency.

2.0 Scope

“Accommodation” means:

An adjustment to an environment that makes it possible for an individual to complete the task at hand; essentially providing a way around a physical, attitudinal, information / communication or organizational barrier.

This procedure applies to all Common Collection Agency Inc. (CCA) employees who disclose a need for accommodations during a workplace emergency due to disability, along with respective Common Collection Agency Inc. (CCA) Management.

3.0 Responsibility

An employee shall disclose the need for accommodation during a workplace emergency, due to disability, to respective Common Collection Agency Inc. (CCA) Management. The employee is under no obligation to disclose the type of disability, at any time.

Common Collection Agency Inc. (CCA) shall provide the information required under this procedure as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

4.0 Description of Activity

Common Collection Agency Inc. (CCA) Management will investigate and address all requests for accommodation while respecting employee's privacy as much as possible.

Common Collection Agency Inc. (CCA) Management shall provide individualized workplace emergency response information to employees who have a disability, if the request is such that the individualized information is necessary and the employer is aware of the need for accommodation due to disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, Common Collection Agency Inc. (CCA) Management shall provide the workplace emergency response information to a person designated by the employer to provide assistance to the employee.

Common Collection Agency Inc. (CCA) shall review the individualized workplace emergency response information,

- when the employee moves to a different location in the organization.
- when the employee's overall accommodation needs, or plans are reviewed; and
- when the employer reviews its general emergency response policies.




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5.0 Reference

PR-AA-06 Emergency Procedures, Plans or Public Safety Information

6.0 Change Management Table

Review Date:	20210414		
Approved By:	Reeza Mohammed		
Position:	Sr. Manager, Client Services		
Revision #	Revision Date	Description of changes	
01	20160509	Reviewed and updated QA Manager	
02	20170522	Reviewed	
03	20180528	Reviewed	
04	20190624	Reviewed	
05	20200622	Reviewed	
06	20210414	Annual Review	