



Public Accessibility Statement

Document: FR-AA-03
Revision no. 04
Revision Date: 20210510

Privacy: General

Accessibility Standards for Service

Common Collection Agency shall make reasonable efforts to ensure that its policies, procedures and practices as amended from time to time are consistent with the following principles:

- Services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from services.

Accessibility Standards for Service Policies, Procedures and Practices

Common Collection Agency policies, procedures and practices include information on the following:

- Providing services to people with disabilities
- Communication
- Use of service animals, support persons and assistive devices
- Notice of service disruption
- Employee training on accessible service
- Feedback process
- Notice of availability and format of documents

Assistive Devices, Support Persons and Service Animals

Common Collection Agency permits persons with disabilities to use and keep with them their own personal assistive devices, support persons and / or service animals to obtain, use or benefit from the services offered by Common Collection Agency.

Accessibility Training

Common Collection Agency employees, contractors and vendors are required to complete training which includes:

- The purpose of the Accessibility for Ontarians with Disabilities Act
- How to interact with people with various disabilities
- How to interact with people who may use an assistive device or the assistance of a support person, guide dog or other service animal to access goods and/or services



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- How to use assistive devices available on the premises
- What to do if a person with a disability is having difficulty accessing services
- Details of Common Collection Agency's accessibility policy, procedures and practices

Training required for Common Collection Agency's suppliers of goods and services:

The legislation states that contractors, vendors and individuals that Common Collection Agency has contracted to provide goods or services must ensure that their employees are trained on providing accessible customer service.

Notice of Temporary Service Disruption

Notice of Temporary Service Disruption shall be provided when facilities or services that people with disabilities usually use to access Common Collection Agency's services are temporarily unavailable or if the services are expected in the near future to be temporarily unavailable, in whole or in part. Notice may be given by posting information in a conspicuous place on the premises, on the Common Collection Agency's website or any other such method as is reasonable in the circumstances.

Feedback

Common Collection Agency welcomes comments on the provision of goods or services to persons with disabilities. It helps identify areas where changes need to be considered and ways in which we can improve the delivery of services. Feedback can be provided by telephone, fax, e-mail or in writing.

[Click Here to Access Common Collection Agency's Accessibility Feedback Form](#)

Contact Information

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Additional Information

For information on the Accessibility for Ontarians with Disabilities Act please visit:

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>




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Approved By:	Reeza Mohammed	
Position:	Sr. Manager, Client Services	
Review revision history		

Revision #	Revision Date	Description of changes
01	20111231	Creation date
02	20160517	Reviewed and updated QA Manager
03	20200622	Reviewed
04	20210510	Reviewed; changed link to access CCA's Accessibility Feedback Form