



# Notification of Temporary Disruption of Services

Document: PR-AA-03  
Revision no. 03  
Revision Date: 20180528  
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

Approved By:		
Revision #	Revision Date	Description of changes
01	20160525	Reviewed and updated QA Manager
02	20170517	Reviewed
03	20180528	Reviewed