

# **Accessible Customer Service Disruption Form (AODA) – Ontario**



This form is used to document temporary service or facilities disruptions, whether planned or unplanned, and the actions taken in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

## **Details of Disruption**

Date of disruption: \_\_\_\_\_

Expected duration: \_\_\_\_\_

Services and facilities affected:  
\_\_\_\_\_  
\_\_\_\_\_

Reason for the disruption:  
\_\_\_\_\_  
\_\_\_\_\_

Are there any alternative services or facilities available to assist customers with disabilities during the disruption?  
\_\_\_\_\_  
\_\_\_\_\_

## **Notification Requirements**

If customers have appointments, contact them to inform them of the temporary outage in advance of their appointment.

The notice must be posted in the following locations:

- All public entrances
- Location of the disruption
- Company website
- Other:

\_\_\_\_\_  
\_\_\_\_\_