



## ACCESSIBLE CUSTOMER SERVICE DISRUPTION FORM (AODA)

### Details of Disruption

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

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

Services and facilities affected:

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Reason for the disruption:

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

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### Notification Requirements

Use the above information to complete a notice to inform customers of the disruption.

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