

PROCEDURE: AODA-006

Notice of Availability of Documents

Policy

It is the policy of OCAPDD to provide notice that all OCAPDD policy/documents are available upon request including those required under the Customer Service Standard, Ontario Regulation 429/07 (O. Reg 429.07).

Purpose

The purpose of this policy is to outline the method for providing notice of availability of all OCAPDD policy/documents including those required under O. Reg 429/07.

Procedures

Notice of Availability of Documents

Notice will be posted at all Program locations on OCAPDD premises and will also be published on OCAPDD's web site. The notice will include information on what documents are available and how customers can obtain a copy.

Providing Documents

OCAPDD will provide notice that all OCAPDD policy/documents are available upon request including those required under O. Reg 429/07.

A copy of the required documents will be provided to anyone who asks for them in their preferred format within ten (10) business days, where possible. A request for these documents can be made by contacting Human Resources.