



Aurum HR Policy

Policy Name: Notice of Temporary Disruption Policy	
Policy Number:	AUR-POL-2-024
Approval:	David DeVries, EVP
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Implementation Date:	July 6, 2026
Approval Date:	July 6, 2026
Current Revision Date:	
Effective Date:	July 6, 2026
1. Purpose:	
The purpose of this policy is to establish guidelines and procedures for providing notice of temporary disruptions to Aurum’s facilities or services, in compliance with Section 80.48 of the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and with the applicable accessibility legislation of the other provinces in which Aurum operates, including the Accessible British Columbia Act, 2021, The Alberta Human Rights Act, the Accessible Saskatchewan Act, 2023, and the Accessibility for Manitobans Act (AMA), 2013. Aurum recognizes that persons with disabilities may rely on particular facilities, services, or communication channels to access or interact with Aurum. This policy ensures that when any of these are temporarily unavailable, in whole or in part, notice of the disruption is provided promptly and in an accessible manner.	
2. Scope:	
This policy applies to all of Aurum’s personnel, sub-contractors, and any other individuals who represent or act on behalf of Aurum and its subsidiaries and affiliates. It applies to temporary disruptions across all of Aurum’s service channels used by customers, clients, employees, and third parties, including: • Aurum’s office premises and any facilities within them; • Telephone lines, including the main business line; • Email systems and monitored email addresses; and • Aurum’s website and any web-based contact or feedback mechanisms. This policy applies to both planned disruptions (e.g., scheduled system maintenance, office closures) and unplanned disruptions (e.g., system outages, power failures, emergencies).	
3. Policy Statement:	
AURUM is committed to providing timely, accessible notice when there is a temporary disruption to facilities or services that persons with disabilities may use or rely on to access	

Aurum's services or communicate with Aurum. Notice will be provided regardless of whether the disruption affects a physical premise, a telephone line, an email channel, or Aurum's website.

Aurum will make reasonable efforts to provide alternative methods of access or communication during any disruption, and will restore disrupted facilities or services as quickly as reasonably possible.

4. Guidelines:

4.1 When Notice Is Required:

- Notice of a temporary disruption will be provided when a facility or service that persons with disabilities may use or rely on is temporarily unavailable, in whole or in part.
- Notice will be provided for disruptions to any service channel, including premises, telephone, email, and website channels, whether the disruption affects customers, clients, employees, or third parties.
- For planned disruptions, notice will be provided in advance wherever possible. For unplanned disruptions, notice will be provided as soon as reasonably possible after the disruption is identified.

4.2 Content of the Notice:

Each notice of temporary disruption will include:

- The reason for the disruption;
- The anticipated duration of the disruption; and
- A description of alternative facilities, services, or contact methods available, if any.

4.3 Methods of Providing Notice:

Notice will be provided by one or more of the following methods, as appropriate to the nature of the disruption and the channel affected:

- Posting a notice in a conspicuous location at the affected premises (e.g., at the affected entrance, or using standard industry signage for temporarily closed entrances or sidewalks);
- Posting a notice on Aurum's website (www.myaurum.com);
- Updating the outgoing voicemail message on the affected telephone line to describe the disruption and provide an alternative contact method;
- Activating an automatic email reply on the affected email address describing the disruption and providing an alternative contact method; and/or
- Directly notifying scheduled visitors, affected clients, or third parties in advance, where they are known.
- Upon request, notice will also be provided in an accessible format or with communication supports, at no additional cost.

4.4 Sample Notice:

The following wording will be used or adapted for any notice of temporary disruption:

"Notice of Temporary Disruption: [Describe the facility or service affected] is temporarily unavailable due to [reason]. We expect it to be restored by [anticipated date/time]. In the meantime, you may [describe alternative facility, service, or contact method, e.g., contact us at

info@myaurum.com or 866-503-3987]. We apologize for any inconvenience. Accessible formats of this notice are available upon request.”

5. Responsibilities:

5.1 Employer:

- Aurum will establish and uphold this policy in compliance with the AODA and the IASR.
- Aurum will provide the necessary resources to ensure notices can be prepared and posted promptly across all service channels.

5.2 Managers/Supervisors:

- Managers must identify actual or anticipated disruptions within their area of responsibility and ensure notice is prepared and posted in accordance with this policy.
- Managers must ensure alternative facilities, services, or contact methods are identified and communicated wherever reasonably possible.

5.3 Employees:

- Employees must report any actual or anticipated disruption to a facility or service channel to their manager or Human Resources as soon as they become aware of it.

5.4 HR Department:

- HR will oversee the application of this policy, maintain the sample notice, and ensure notices are provided in accessible formats upon request.
- HR will coordinate with IT to post website notices, update voicemail messages, and activate automatic email replies when a disruption affects those channels.
- HR will monitor and address any accessibility-related feedback received in connection with a disruption.

Associated Forms, Procedures, and Reference Materials:

- Accessibility for Ontarians with Disabilities Act (AODA), 2005 – <https://www.aoda.ca/the-act/>
- Integrated Accessibility Standards Regulation (O. Reg. 191/11), s. 80.48 – <https://www.ontario.ca/laws/regulation/110191>
- Government of Ontario Accessibility Policy Sample Template (on00090) – <https://forms.mgcs.gov.on.ca/en/dataset/on00090>
- Aurum Accessibility Policy – AUR-POL-2-022