



## CONSULTATION OFFICES AND CALL FORWARDING

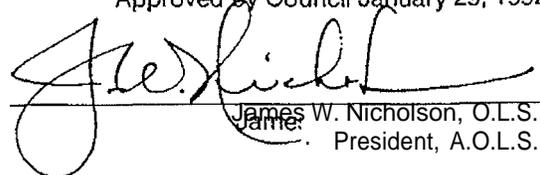
The principal object of the Association, as stated in Section 2 of the Surveyors Act, 1987 "is to regulate the practice of professional/and surveying and to govern its members and holders of Certificates of Authorization, in accordance with this Act, the Regulation and the By-Laws in order that the public interest may be served and protected"..

It has come to our attention that consultation offices are not being operated in accordance with Section 34, Ontario Regulation 726/88 under the Surveyors Act 1987.

To ensure that the principal object of the Association is being met and that the public is aware that a consultation office is not a cadastral surveying office from which cadastral surveying services are offered on a full time basis, be reminded that:

- 1) a consultation office must be maintained for the sole purpose of client communication, i.e. no files can be stored at a consultation office on a continuing basis and staff are not to use a consultation office as a base of operation;
- 2) a consultation office must be open to the public for specified hours, i.e. the office must be open during the specified hours whether or not there is a scheduled meeting with a client;
- 3) a licensed member must be in attendance when the consultation office is open; and,
- 4) Advertising
  - a) any advertisement must indicate the specific hours the consultation office is open;
  - b) if a "1-800" or call forwarding feature is used for the convenience of local clients, it is imperative that any advertisement clearly show that the calls are being forwarded to a non local office (e.g. "Direct line to anytown" or "outside of office hours call will be forwarded to anytown");
  - c) an advertisement at the actual location must identify the office as a consulting office and indicate the hours it is open; and,
  - d) company letterhead and plan certificates must not give the impression that consultation offices are branch offices.

Approved by Council January 29, 1992

  
James W. Nicholson, O.L.S.  
President, A.O.L.S.