



Category: Employee	REF.: EMP #54
Subject: Accessible Customer Service – Notification of Disruption of Service	Page: 1 of 2
Date: 07/Dec/2009	Supersedes: New
Human Resources Manager Signature:	Date:
CEO Signature:	Date:

SUBJECT: Accessible Customer Service – Notification of Disruption of Service

POLICY:

When services that are normally provided to a person with a disability are temporarily unavailable such as access to an elevator, a disruption of service notice will be posted at the site and on the Centre's website.

DEFINITIONS

Disruption of Service

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access Centre services. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way that they can access the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems and note-taking or TTY services. When those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption is required.

Generally, disruptions to all Centre services, such as during a major storm or power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, a notice of disruption should be provided.

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PROCEDURE:

1. Responsibility
Managers will ensure that the users of Centre services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

2. How Must the Notice of Disruption of Services be Provided?
Notice may be given by posting the information in a highly visible location within the Centre. Other options that may be used include: posting on the Centre's website or through direct communication with users of the services in accordance with Centre practices.
 - a) Consideration should be given to providing notice in multiple formats in the most appropriate manner based upon the specific disruption and the persons affected.
 - b) If the disruption is planned, a notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.

3. What Must be Included in Notice of Disruption of Services?
 - a) The notice of disruption of services must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
 - b) Sample notices:
 - Sample 1 – Access to Building
To: Parents, Guardians and Community Users of our Facility:
Maintenance work will make the main door of the Centre and the access ramp inaccessible from May 1 to May 8. A temporary ramp has been set up that gives access to the door at the east of the Centre. We regret this inconvenience. If you have questions or concerns, please contact _____ at _____.
Thank you, manager.
 - Sample 2 – Accessible Washroom
To: Visitors to the Centre
Our accessible washroom is out of service due to a broken pipe. Repairs are underway and the washroom is expected to be useable again by tomorrow. In the interim, you may use the accessible washroom located _____. We apologize for this inconvenience.

Legal Framework

Ontarians with Disabilities Act, 2001
 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
 Accessibility Standards for Customer Service, Ontario Regulation 429/07
 Ontario Human Rights Code

Cross-Referencing

The Accessible Customer Service – Notification of Disruption of Service EMP #54 aligns with the following Centre procedures:

- Accessible Customer Service - Policy EMP #52
- Accessible Customer Service – Use of a Support Person by the General Public EMP #53
- Accessible Customer Service – Use of Assistive Devices by the General Public EMP #55
- Accessible Customer Service – Use of Service Animals by the General Public EMP #56
- Accessible Customer Service – Monitoring and Feedback on Accessible Customer Service EMP #57