

<b>Procedure Title</b>	<b>Accessibility Standards for Customer Service – Disruption of Service</b>		
<b>Date of Issue</b>	January 19, 2010	<b>Related Policy</b>	BP 1411-D
<b>Revision Dates</b>		<b>Related Forms</b>	
<b>Review Date</b>		<b>Originator</b>	System Administrative Team
<b>References</b>			
Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standards for Customer Service, Ontario Regulation 429/07 Ontario Human Rights Code Annual Accessibility Plan AP 1411-D Accessibility Standards for Customer Service – Use of Assistive Devices by the General Public AP 1412-D Accessibility Standards for Customer Service – Use of Support Persons by the General Public AP 1414-D Accessibility Standards for Customer Service – Monitoring and Feedback			

**Procedure:**

**RATIONALE:**

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

**DEFINITION:**

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of the school or board office. Ramps and elevators, for example, are important to people with mobility disabilities because that may be the only way they can access some portions of the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems and powered front doors.

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 of service is required.

Generally, when disruptions occur to all of the Board’s services, such as during a major storm or power outage, this disruption of service notice is not required. However, if the disruption has a significant impact for people with disabilities, a notice of the disruption should be provided.

**PROCEDURE:**

**1.0 Responsibility**

- 1.1 Supervisory Officers, Principals, Managers/Supervisors and/or Board Communications Coordinator will ensure that the users of board and school services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

## 2.0 How Must the Notice of Disruption of Services be Provided?

- 2.1 Notice may be given by posting the information at a conspicuous place at or in the school/board facilities. Other options that may be used include: posting on the board and/or school website; through direct communication with users of the services in accordance with school practices.

Building closures due to inclement weather or system failure could be announced on the local radio stations.

- 2.2 Consideration should be given to providing notice in multiple communication formats.

- 2.3 If the disruption is planned, 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.

If required, alternative arrangements or rescheduling of the event or meeting should be considered.

## 3.0 What Must be Included in Notice of Disruption of Services?

- 3.1 The notice of disruption of service 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.

### SAMPLE NOTICES:

#### **Sample 1 – Access to School Building**

To: Parents, Guardians and Community Users of our School

Maintenance work will make the main door of the school 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 school building. We regret this inconvenience. If you have questions or concerns, please contact [name] at [phone number].

Thank you.

Principal

#### **Sample 2 – Accessible Washroom**

To: Visitors to the Education Centre

Our accessible washroom on the first floor is out of service due to a broken pipe. Repairs are underway and the washroom is expected to be usable again by tomorrow. In the interim, please use the elevator to reach the accessible washroom on the second floor located behind the elevator. We apologize for this inconvenience.

Thank you.

Manager of Plant (or designate)