



Procedure: AODA 2005 – Notice of Temporary Disruptions of Service Process
Procedure No: 2014-03
Application: All Staff
Relevant Policy: Accessible Customer Service
Date: September 2014
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PURPOSE

The purpose of this procedure is to establish guidelines for providing notification of temporary disruptions of service to persons with disabilities. These notices may be for either planned or unexpected disruptions of service.

PROCEDURE

Application

This procedure applies to all Staff.

General:

The creation of this procedure is a requirement of the *Accessibility Standards for Customer Service Ontario Regulation 429/07* of the AODA 2005.

Guidelines

Notification

Service Disruption

- A. Notices for both **Unexpected** and **Planned Service Disruptions** will be provided in a variety of formats that will take into account a range of disabilities and will outline:
1. The nature of the disruption;
 2. The expected time required to reinstate the service;
 3. Alternate means of accessing services, programmes and experiences for people with disabilities;
 4. Contact information that would allow customers a way to gain up-to-date information on the service disruption and receive more information on alternate service options.
- B. Notices for **Unexpected Service Disruptions** will be posted:
- As soon as the disruption is identified;
 - Using large, clear print and plain language at the physical entrances to the facility and throughout the facility;
 - On electronic signboards where possible.

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Where Staff is aware that a customer intends to visit the Library on the day of the disruption, or a visit from a service agency or institution has been scheduled and a **Service Disruption** may affect the ability of that person or persons to use the services, programmes or facility, every effort will be made to contact that/those customer(s) directly.

When an **Unexpected Service Disruption** extends beyond an operational day, notice will be:

- Provided to local radio stations and newspapers;
- Placed on the library website;
- Sent to agencies that offer services in other formats to the disabled;
- Added to the telephone messaging systems.

Unexpected Service Disruptions of one (1) to three (3) days could include, but are not limited to:

- Inclement weather;
- Building evacuation due to fire alarm;
- Mechanical or electrical failures;
- Program re-scheduling;
- Snow removals;
- Facility closure.

C. Planned Service Disruptions

The Library shall give ample notice for scheduled or **Planned Service Disruptions**.

Notice for **Planned Service Disruptions** will be:

- Posted using large, clear print and plain language at the physical entrances to the facility, throughout the facility and at all branches;
- Provided to the local radio stations and newspapers;
- Placed on the library website, phone messaging system and any electronic sign boards;
- Sent to agencies who offer services in other formats to the disabled; and,
- Where possible, personal notification will be provided.

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Planned Service Disruptions could include, but are not limited to:

- Entrance way repairs;
- Maintenance/repairs to facilities;
- Technology.

Associated Documents:

- *Notice of Service Disruption – Unexpected Form;*
- *Notice of Service Disruption – Planned Form.*

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