

	<b>Section:</b> Human Resources <b>Subject:</b> Notice of Temporary Disruptions in Services and Facilities	Policy: 6.49
	Revised/Approved: January 1, 2012	

## **POLICY**

The CCN understands that persons with disabilities may go to considerable effort to access goods and services. This policy applies to both planned and unexpected temporary disruptions in facilities or services that persons with disabilities usually use to access the CCN's goods or services. All staff members are responsible for notifying the CCN Secretary of any problems with the physical environment, or any services related to the facility.

### CCN Secretary will:

1. Post the notice of disruption in a conspicuous place on the premises owned or operated by the CCN; on the CCN website, or by any other methods that are reasonable in the circumstances. The notice includes information about the reason for the disruption, its anticipated duration, and description of alternative facilities or services, if any, which are available.
2. Post visual notices in large clear print, using contrasting colors between text and background.
3. Ensure the format and placement of notices consider the types of disabilities of persons who use the disrupted service or facility.
4. Alert CCN staff via email of the facility restrictions that are in place and the resolution of the disruption.

### CCN staff members:

1. To discuss alternative plans, notify the person with a disability, as soon as possible, regarding any of the disruptions noted above that impact a scheduled appointment.
2. Contact the person with a disability to notify them of an unexpected challenge related to pre-scheduled accommodations, for example if an intervener is unavailable.

## **ACCOUNTABILITY**

CCN staff members with direct communication with persons with disabilities are responsible to know the standard for customer service under the AODA 2005.

## **MONITORING AND EVALUATING**

CCN Supervisor monitors service disruptions and respond as required.

## **POLICY AND RELATED DOCUMENTS**

POLICY Accessibility for Ontarians with Disabilities Act 2005 (AODA) Customer Service Standard – Serving Persons with Disabilities

PROCEDURE Accessibility for Ontarians with Disabilities Act 2005 (AODA) Customer Service Standard – Serving Persons with Disabilities

PROCEDURE Accessibility for Ontarians with Disabilities Act 2005 (AODA) Staff Training

POLICY Standard Phone and Voice Mail recording

PROCEDURE Notice of Temporary Disruptions in Services and Facilities

POLICY Privacy Breach

PROCEDURE Privacy Breach

Ontario Human Rights Code: [http://www.e-laws.gov.on.ca/html/statutes/english/elaws/statutes/90h19\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws/statutes/90h19_e.htm)

Ontario Regulation 429/07 – Accessibility Standards for Customer Service:

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

Ministry of Community and Social Services: *Access Ontario* [www.accesson.ca/compliance](http://www.accesson.ca/compliance)

Ministry of Community and Social Services: Accessibility for Ontarians with Disabilities

<http://www.mcsc.gov.on.ca/mcss/english/pillars/accessibilityOntario>

OHA: [www.oha.com](http://www.oha.com)

POLICY Addressing Client Complaints and Concerns

PROCEDURE Addressing Client Complaints and Concerns