

PROCEDURE: AODA-007

Notice of Temporary Service Disruption

Policy

It is the policy of OCAPDD to provide notice of service disruptions when they are expected to have a significant impact on the ability of persons with disabilities to access OCAPDD services.

Purpose

The purpose of this policy is to:

- Outline where a notice of disruption will be posted and what information must be included
- Describe the process of providing notice of an expected, planned service disruption
- Detail the process of providing notice of an unexpected service disruption.

Procedures

Notice of Temporary Disruptions

A notice of temporary disruption will be placed on the front door at all affected location entrances. The notice will also be announced on OCAPDD telephone voice messaging service and be published on OCAPDD website and all Programs will be notified of disruptions affecting Head Office

The Notice of Disruption will include the following information:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate location or services, if any.

Planned Service Disruptions

It is possible that from time to time there will be disruptions in service, such as renovations, that limit access to an area, or technology that is temporarily unavailable.

If a disruption in service is planned and expected, it is important to provide the public with reasonable notice. In this case, reasonable notice is defined as at least ten (10) business days in advance, or as soon as possible if less than ten (10) business days.

It is the responsibility of the Program directly affected by or responsible for the location, service, technology or method that is disrupted to communicate the disruption to the Program Supervisor and Director-on-Call who will then be responsible for posting the notice in the prescribed areas.

Unplanned Service Disruptions

If a disruption in service is not planned and is unexpected, it is important to provide the public with notice as soon as possible.

It is the responsibility of the Program directly affected by or responsible for the location, service, technology or method that is disrupted to communicate the disruption to the Program Supervisor and Director-on-Call who will then be responsible for posting the notice in the prescribed areas.