

## Policy

<b>Type of Policy:</b> AODA		<b>Policy No.</b> AODA 14.2
<b>Name of Policy</b> <ul style="list-style-type: none"> <li>Notice of Temporary Service Disruption</li> </ul>	<b>Procedures</b> <ul style="list-style-type: none"> <li>Notice of Temporary Disruptions</li> <li>Planned Service Disruptions</li> <li>Unexpected disruptions</li> </ul>	<b>Target Group</b> <ul style="list-style-type: none"> <li>All employees</li> </ul>
<b>Council Approval</b> <ul style="list-style-type: none"> <li>September 28, 2009</li> </ul>	<b>Effective Date</b> <ul style="list-style-type: none"> <li>January 1, 2010</li> </ul>	<b>Supersedes</b> <ul style="list-style-type: none"> <li>n/a</li> </ul>

### Notice of Temporary Service Disruption policy

The Corporation of the County of Northumberland recognizes that persons with disabilities often go to a lot of trouble to access our goods and services (for example, they may book accessible transit, or arrange for someone to drive them to and/or from County owned and/or operated sites).

It is the policy of the Corporation of the County of Northumberland to provide notice of service disruptions when any facility, technology or method that a person with a disability usually uses to access our goods and services is temporarily unavailable or if expected to be temporarily unavailable in the near future.

### Objectives

The objectives of this policy are 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 door at all public entrances and service counters on County premises. The notice will also be announced on the County's telephone voice messaging service and be published on the County's web site. If needed, the notice will be advertised in the local media.

A Notice of Disruption must include the following information:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate facilities or services, if any
- Contact information

## Policy

### **Planned Service Disruptions**

It is possible that from time to time there will be disruptions in service such as an elevator under repair, renovations that limit access to an area, or technology that is temporarily unavailable, etc. By providing notice, we can possibly save a person an unnecessary trip.

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 department directly affected by or responsible for the facility, technology or method that is disrupted to communicate the disruption to the building receptionist 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 department directly affected by or responsible for the facility, technology or method that is disrupted to communicate the disruption to the building receptionist who will then be responsible for posting the notice in the prescribed areas.