

PROCEDURE	
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Approved By: Paul Laperriere	Approval Date: June 2017
Next Review Date: June 2021	

1.0 Purpose

Hands TheFamilyHelpNetwork.ca (Hands) has an obligation to provide notice in the event of planned or unexpected disruption in the facilities or services that will significantly impact access by people with disabilities in accordance with the requirements of the Accessibility Standard for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act (AODA).

2.0 Scope

Procedure applies to: (Check all appropriate boxes for broad application)				
<u>Employees</u> x	<u>Volunteers</u>	<u>Board</u>	<u>Services (list)</u>	<u>Other (i.e. clients, visitors, contractors)</u>

3.0 Responsibility

- 3.1 Employees** are required to comply with the Accessibility Standard for Customer Service.
- 3.2 Supervisors/Managers** are responsible to ensure all employees are aware of and comply with Accessibility Standard for Customer Service and Hands' policies, procedure and practices regarding disruption of service.
- 3.3 Senior Leadership** is responsible to ensure policies and procedures are established that comply with Accessibility Standard for Customer Service.

4.0 Definitions

5.0 Procedure

- 5.1** Reasonable efforts will be made to provide notice to customers by posting information in visible places on our premises or on the Hands website or by any other method that may be reasonable under the circumstances. The notice will include information about the reasons for the disruption, the anticipated duration and a description of alternative facilities or services, if available.



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- 5.2** If a disruption in service is planned and expected, notice as far in advance of the disruption as possible should be provided as individuals may require considerable time to make alternative arrangements.
- 5.3** If a disruption is unexpected, notice should be provided as soon as possible after the disruption has been identified. The notice of disruption should include information about the service that is disrupted, reason(s) for the disruption, the anticipated duration and a description of alternative facilities, services or alternate mechanisms to access the good/services. (Reference Disruption of Services Notice on the employee shared drive for this purpose. See below)
- Disruption of Service – general with alternative
 - Disruption of Service – general with no alternative
 - Disruption of Service – renovations
 - Disruption of Service – specific disruption of service
- 5.4** Depending on the nature of the disruption, notice may be given by posting the information in a conspicuous place (e.g., on or directly to the side of an elevator door or a washroom door) or in Hands' facilities or venue area. Other options that may be used include: placing a message on voicemail, posting on the Hands TheFamilyHelpNetwork.ca website or through direct communication with users of the services in accordance with Hands' practices.
- 5.5** Generally, disruptions to or of an organization's services, such as during a power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, Hands will provide the notice of disruption in an appropriate manner as soon as possible.
- 5.6** From time to time Hands may not have direct control over facilities or services (e.g., one office within a building leased by many businesses). In these circumstances Hands will endeavour to work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.

6.0 Linkages (cross reference to Policies, other procedures, legislation, regulations)

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

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7.0 Policy Change History

Revision number	Date of Approval	Description of Change
		Revised to reflect...