

POLICY & PROCEDURE Title Accessible Customer Service - Notice of Temporary Disruptions in Services and Facilities	
Category Human Resources, Organizational Development & Equity	
Sub-Category Accessibility	Version # 2
Approver V.P. Human Resources, Organizational Development & Equity	Owner Director, Human Resources & Organizational Development
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Once printed, this is an uncontrolled document. Refer to Policy Tech for the most current version.

1.0 Purpose

Include brief statement(s) about the overall purpose of the policy, i.e. what outcome(s) is the policy intended to achieve?

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standards for Customer Service, (Ontario Regulation, 429/07) (Notice of Temporary Disruptions in Services and Facilities) and IASR (O. Reg. 191/11).

2.0 Scope

Include brief statement(s) that identify to whom (e.g. specific people or groups) and to which specific items the policy applies. Specify exclusions to clarify scope, if needed.

These procedures and practices apply in situations where there is a temporary disruption in facilities and services that persons with disabilities usually use to access Home and Community Care Support Services Hamilton Niagara Haldimand Brant (HNHB) goods or services and apply to both planned and unexpected temporary disruptions.

3.0 Definitions

Set out definitions of key terms used.

None

4.0 Policy Statement(s)

Policy statements are about identifying the broad principles or standards of expected action or behaviour and/or compliance.

Home and Community Care Support Services HNHB will provide advanced notification of a planned disruption. When a disruption occurs unexpectedly notice will be provided as soon as is reasonably possible.

5.0 Procedures and Responsibilities

Include brief statement(s) identifying actions and responsibilities and the positions responsible for carrying out the steps aimed at ensuring the policy is adhered to.

On occasion some services and facilities usually used by persons with disabilities to access Home and Community Care Support Services HNHB goods and services may not be available due to temporary disruptions.

For example, ramps or elevators may be unavailable due to routine maintenance, ramps may be blocked because of construction, or accessible washrooms may be unavailable because of repairs. Home and Community Care Support Services HNHB understands that people with disabilities may go to considerable effort to access goods and services. In the event that a service or facility that is usually used by people with disabilities to access Home and Community Care Support Services HNHB goods and services is temporarily unavailable notice of the disruption will be provided.

Home and Community Care Support Services HNHB will provide advanced notification of a planned disruption. When a disruption occurs unexpectedly notice will be provided as soon as reasonably possible.

Content of Notices

Notices will contain the following information: the reason for the disruption; its expected duration; and alternative facilities or services if they exist.

Posting, Clarity and Placement of Notices

Home and Community Care Support Services HNHB may provide notice of the disruption by posting information in a conspicuous place on the premises owned or operated by Home and Community Care Support Services; on the Home and Community Care Support Services website or by other methods that are reasonable in the circumstances.

Visual notices will be provided in large clear print using contrasting colours between the text and background. The format and placement of notices will consider the types of disabilities of persons who use the disrupted service or facility.

Home and Community Care Support Services Responsibilities for Providing Notice of Planned and Unexpected Temporary Disruptions

Staff responsible for the facility or service experiencing the disruption or their delegate will:

- determine the reasons for the disruption;
- determine the expected duration of the disruption;
- identify alternative services or facilities, if any, that may be used to access Home and Community Care Support Services HNHB goods and services;
- provide notice of the disruption in an appropriate format and location;
- provide notice of unexpected disruptions as soon as reasonably possible; and,
- determine when notice of planned disruptions will be provided.

Agents and Others Providing Services on behalf of Home and Community Care Support Services

Agents and others providing services on behalf of Home and Community Care Support Services HNHCB will abide by these procedures and practices.

6.0 Supporting Documents and Tools

List the tools that are available to staff in the implementation of this procedure.

Related Policies and Procedures

- Accessible Customer Service - Use of Service Animals by persons with Disabilities Procedure
- Accessible Customer Service - Use of Support Persons by persons with Disabilities Procedure
- Accessible Customer Service - Feedback and Complaints Policy and Procedure
- Accessible Customer Service - Provision of Goods and Services including the Use of Assistive Devices Procedure

Forms

N/A

Other Supporting Documents

N/A

7.0 Related Legislation and Other References

List the related legislative documents (e.g. acts, regulations, and standards), government policy, and related Professional College policies, procedures, forms, templates, guidelines or committee terms of reference that together form a suite or framework for the specific policy matter.

External Resources/Links

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Regulation 429/07 – Customer Service Standards (AODA)

Supersedes

N/A