

## **ACCESSIBILITY STANDARDS FOR CUSTOMER CARE: NOTIFICATION OF DISRUPTION OF SERVICE**

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### **PURPOSE**

A disruption of service notice will be posted at the site and on the Board's website when services that are normally provided to a person with a disability are temporarily unavailable.

### **RATIONALE**

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of the school or board offices (e.g. escalators, elevators and accessible washrooms). If these services or systems are disrupted, people with disabilities require notice of this disruption.

### **GUIDELINES**

- 1.1 Supervisory Officers, Principals/or Designate, Managers/Supervisors, Board Community Outreach Officer will ensure that the users of Board and school services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.
- 1.2 When facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption of service is required.
- 1.3 Generally, disruptions to all of the Board's services, such as during a major storm or power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption should be provided.
- 1.4 Notice of Disruption of Services
  - Notice may be given by posting the information at a conspicuous place at or in the school or in Board facilities. Other options that may be used include posting on the Board and/or school websites, or through direct communication with users of the services in accordance with school practices.
  - Consideration should be given to providing notice in multiple formats.
  - If the disruption is planned, notice should be provided in advance of the disruption.
  - If the disruption is unplanned, notice should be provided as soon as possible after the disruption has been identified
  - The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- 1.5 Sample notices are provided under Appendix A.

## **CROSS-REFERENCES**

### **Policies**

- 2.30 Accessibility Standards

### **Procedures:**

- 2.32 AS for Assistive Devices
- 2.33 AS for Use of Service Animals
- 2.34 AS for Use of Support Person
- 2.35 AS for Monitoring
- 2.36 AS for Employment
- 2.37 AS for Info and Communications

### **Other:**

- RRDSB Multi-Year Accessibility Plan

### **Legal/Ministry of Education**

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

**APPENDIX A: Sample Notices**

**Sample 1 – Access to School Building**

To: Parents, Guardians, and Community Users of our School

Maintenance work will make the main door of the school and the access ramp inaccessible from [Date] to [Date]. We apologize for the inconvenience.

A temporary ramp has been set up that gives access to the door at the east of the school building.

If you have questions or concerns, please contact [Contact Person] at [Phone Number].

We appreciate your patience.

[Principal]

**Sample 2 – Accessible Washroom**

To: Visitors to the Education Centre

Our accessible washroom is out of service due to [Reason]. We apologize for the inconvenience.

Repairs are in progress and the washroom is expected to be usable by [Date and/or Time].

In the interim, we have made arrangements for our visitors to use the accessible washroom at [Location], at [Address] which is located [Proximity to RRDSB Building].

If you have questions or concerns, please contact [Contact Person] at [Phone Number].

We appreciate your patience.

[Manager]