

<b>Policy Name:</b>	<b>Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - NOTICE OF DISRUPTIONS IN SERVICE</b>		
<b>Policy Number:</b>	<b>AODA-106</b>	<b>Formerly</b>	<b>AODA-6</b>
	<b>Creation Date: November 2011</b>	<b>Reviewed Date: December 2023</b>	<b>Approved by: Executive Director</b>

## POLICY STATEMENT

The West Elgin Community Health Centre (the “Centre”) will provide notice on disruptions in our facility services to persons with disabilities. In the event that there is a disruption in the usual facilities or services that the Centre provides to persons with disabilities that impacts access (e.g. accessible washrooms, ramps, accessible parking spaces, automatic doors, TTY services, etc.), we will provide notice of such disruption as far in advance as possible through a variety of means.

## PROCEDURES

When service disruptions are planned or anticipated (e.g. routine maintenance or upgrades) notices of the disruption will be posted in advance by the person overseeing the process.

When service disruptions are not anticipated (e.g., sudden malfunctions or service cancellations), notices of service disruption will be posted as soon as the disruption occurs by the person overseeing the process.

All notices regarding service disruptions will include:

- Note the reasons for the disruption.
- Note how long service is expected to be disrupted.
- Be posted in conspicuous places where persons with disabilities can easily access the information such as posted on the entrance doors of the relevant worksite, on bulletin boards throughout the building, on the website, and social media.

In the event of both anticipated and unanticipated service disruptions alternative means of providing or accessing the service will be offered where possible.

## CROSS-REFERENCE

POLICY AODA-101	Our Commitment – Accessibility for Persons with Disabilities
POLICY AODA-102	Customer Service – Communicating with Persons with Disabilities
POLICY AODA-103	Customer Service – Use of Assistive Devices
POLICY AODA-104	Customer Service – Support Persons
POLICY AODA-105	Customer Service – Service Animals
POLICY AODA-107	Customer Service – Accessibility Feedback Procedure
POLICY AODA-108	Integrated Accessibility Standards (IASR) – Information, Communication and Employment