

POLICY – DISRUPTION OF SERVICE

- 18.0 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 LHIN e.g. elevators and accessible washrooms. It is possible that from time to time, there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. 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.

PROCEDURES

- 19.0 If a disruption in service is planned and expected, the LHIN should provide notice as far in advance of the disruption as possible as individuals may require considerable time to make alternate arrangements.
- 20.0 If a disruption is unexpected, the LHIN should provide notice as soon as possible after the disruption has been identified.
- 21.0 The notice of disruption should include information about the service that is disrupted, reason for disruption, its anticipated duration, and a description of alternative facilities, services, or alternate mechanisms to access the good/services. Please refer to the LHIN Best Practices, Tools and Templates for two templates.
- 22.0 Depending on the nature of the disruption, notice may be given by posting the information at a conspicuous place (e.g., on or directly to the side of an elevator door or a washroom door) or in the LHIN facilities or venue area. Other options that may be used include: placing a message on voicemail, posting on the LHIN website, or through direct communication with users of the services in accordance with LHIN practices.

- 23.0 Generally, disruptions to 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, the LHIN should provide the notice of disruption in an appropriate manner as soon as possible.

- 24.0 From time to time a LHIN may not have direct control over facilities or services (e.g. if they are one office within a large office building). In these circumstances it is recommended that a LHIN endeavour to work with the organization who does have control over the facility/service in order to ensure a notice of temporary disruption is posted.