

Manual:	AODA Manual – Customer Service	Policy Number:	105
Subject:	NOTICE OF DISRUPTIONS IN SERVICE PROCEDURES		
Developed:	September 2011		
Revised:			
Approved:			
References:	BHO Standard		
Policy References:	Canadian Charter of Rights and Freedoms Human Rights Code of Ontario Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service Blind Person’s Right Act: Regulation 58 Guide Dogs		
Approved by:	Executive Director		

Rationale:

This procedure describes how Langs will provide notice on disruptions in service to people with disabilities.

In the event that there is a disruption in the usual facilities or services that Langs provides to people with disabilities in order for them to access our services (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:

1. When service disruptions are planned or anticipated (e.g., routine maintenance or upgrades), notices of the disruption will be posted in advance.
2. When service disruptions are not anticipated (e.g., sudden malfunctions), notices of service disruption will be posted as soon as the disruption occurs.
3. All notices regarding service disruptions will, where relevant:
 - a. note the reasons for the disruption
 - b. note how long service is expected to be disrupted
 - c. be posted in conspicuous places where people with disabilities can easily access the information such as:
 - i. on the door to the premises
 - ii. on bulletin boards throughout the building
 - iii. on the website
 - d. direct clients to alternative ways to access the service

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

