

<b>MANITOULIN HEALTH CENTRE</b> Accessibility Standards – Notice of Temporary Disruption in Accessibility Accommodations	<b>POLICY:</b> ADM-10-05	<b>DEPARTMENT:</b> Administration
---	-----------------------------	--------------------------------------

<b>EFFECTIVE DATE:</b> February 22, 2010	<b>DATE REVIEWED:</b> (annually) June 2017
<b>PREVIOUS POLICY:</b> N/A	<b>DISTRIBUTION:</b> All Departments, Board of Directors

## STATEMENT OF POLICY

Manitoulin Health Centre (MHC) recognizes the requirements set out in the Accessibility Standards for Customer Service, (Ontario Regulation, 429/07) of the Accessibility for Ontarians with Disabilities Act (AODA), 2005, as it pertains to the rights of a disabled person to receive notice in circumstances whereby a temporary disruption is reasonably believed to occur, or has unexpectedly occurred, in accommodation services for the disabled patient.

## PROCEDURE

### Providing Notice of Anticipated or Unexpected Temporary Disruptions in Services and Facilities

- a) On infrequent occasions, some services and/or facilities offered by MHC which may usually be accessed by persons with disabilities 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.
- b) MHC recognizes that people with disabilities may go to considerable effort to access services. In the event that a service or facility of MHC's that is usually used by people with disabilities is temporarily unavailable, notice of the disruption will be provided whenever possible.
- c) MHC will provide advanced notification for a planned disruption. When a disruption occurs unexpectedly, notice will be provided as soon as is reasonably possible. Notices will contain the following information:
  - The reason for the disruption;
  - The expected duration; and
  - Alternative facilities or services, if they exist.
- d) MHC may provide notice of the disruption by posting information in a conspicuous place at either of MHC's two sites, or on the website, or by other methods that are deemed reasonable to the circumstances.

**DISCLAIMER:** This material has been prepared solely for use at MHC. MHC accepts no responsibility for use of this material by any person or organization not associated with MHC. No part of this document may be reproduced in any form for publication without permission of MHC. The electronic version of this document reflects the most current version. A printed copy of this document may not reflect the current electronic version on the Manitoulin Health Centre Policy and Procedures website.

<b>MANITOULIN HEALTH CENTRE</b> Accessibility Standards – Notice of Temporary Disruption in Accessibility Accommodations	<b>POLICY:</b> ADM-10-05	<b>DEPARTMENT:</b> Administration
---	-----------------------------	--------------------------------------

- e) The format and placement of notices will consider the types of disabilities of persons who use the disrupted service or facility (eg. Visual notices will be provided in large clear print).

### **Responsibilities for Providing Notice of Planned and Unexpected Temporary Disruptions**

Management and Staff responsible for the facility or service area experiencing the disruption will:

- a) Determine the reasons for the disruption;
- b) Determine the expected duration of the disruption;
- c) Identify alternative services or facilities, if any, that may be used to access services;
- d) Provide notice of the disruption in an appropriate format and location;
- e) Notify the CEO, or designate, of the situation;
- f) Provide notice of unexpected disruptions as soon as possible; and
- g) Determine when notice of planned disruptions will be posted.

### **REFERENCES**

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Regulation 429/07 - Accessibility Standards For Customer Service
- Ministry of Community and Social Services. (2009, April). *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.*

President & CEO
June 2017

Derek Graham

**DISCLAIMER:** This material has been prepared solely for use at MHC. MHC accepts no responsibility for use of this material by any person or organization not associated with MHC. No part of this document may be reproduced in any form for publication without permission of MHC. The electronic version of this document reflects the most current version. A printed copy of this document may not reflect the current electronic version on the Manitoulin Health Centre Policy and Procedures website.