North Shore Health Network / Réseau Santé Rive Nord	**Administrative Policy & Procedures**
Category/Dept.: **Administration**	Title: **Accessibility Standards – Notice of Temporary Disruption in Accessibility Accommodations**
Approved by: **CEO**	New Start Date: **June 2016**

STATEMENT OF PURPOSE:

North Shore Health Network (NSHN) 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 NSHN which may usually be accessed by persons with disabilities may not be available due to temporary disruptions.

   (For example: ramps may be unavailable due to routine maintenance, ramps may be blocked because of construction, or accessible washrooms may be unavailable because of repairs)

b) NSHN recognizes that people with disabilities may go to considerable effort to access services. In the event that a service of NSHN's that is usually used by people with disabilities is temporarily unavailable, notice of the disruption will be provided whenever possible.

c) NSHN 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 services, if they exist.

d) NSHN may provide notice of the disruption by posting information in a conspicuous place at either of NSHN or on the website (nshn.care), or by other methods that are deemed reasonable to the circumstances.

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

Responsibilities for Providing Notice of Planned and Unexpected Temporary Disruptions

Management and employees responsible for the 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, 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
- Manitoulin Health Centre. (January 2010). Policy & procedures: *Accessibility Standards – Notice of Temporary Disruption in Accessibility Accommodations.*
- Ministry of Community and Social Services. (2009, April). *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.*

Original Date:	Review dates:	Revised Date:
February 2010	April 2016	April 2016