

## Accessibility - Notice of Temporary Disruption in Accessibility Accommodations

### **Statement of Purpose:**

The Espanola Regional Hospital and Health Centre (ERHHC) 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 ERHHC 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) ERHHC recognizes that people with disabilities may go to considerable effort to access services. In the event that a service or facility of ERHHC's that is usually used by people with disabilities is temporarily unavailable, notice of the disruption will be provided whenever possible.
- c) ERHHC 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) ERHHC may provide notice of the disruption by posting information in a conspicuous place, or on the website, 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 Staff responsible for the facility or service area experiencing the disruption will notify the Environmental Services Manager, who in turn will assume responsibility and 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.*