



Procedure EQ - #4

Title: **ACCESSIBILITY STANDARDS: NOTIFICATION OF DISRUPTION OF SERVICE**

Adopted: October 6, 2009

Revised: April 9, 2014, November 2017, January 2020

Reviewed: April 2014, March 2016

Related Document: Policy PCE.001 – Accessibility Standards
Accessibility for Ontarians with Disability Act (AODA)

PURPOSE

The purpose of this procedure is to provide guidance for situations in which services that are normally provided to a person with a disability are temporarily unavailable (such as access to an elevator). A disruption of service notice will be posted at the site and on the Bloorview School Authority's website.

This procedure has been developed to be in compliance with the requirements of the Accessibility for Ontarians with Disability Act (AODA).

BACKGROUND

1. 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 Authority. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way they can access the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems, and note-taking or TTY services. When those 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.
2. Generally, disruptions to all of the Authority's services, such as during a major storm or power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption should be provided.

PROCEDURES

Notice

3. When services that are normally provided to a person with a disability are temporarily unavailable (such as access to an elevator), a disruption of service notice will be posted at the site and on the Bloorview School Authority's website.

4. The Principal will ensure that the users of Authority services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

How Must The Notice Of Disruption Of Services Be Provided?

5. Notice will be given by posting the information at a conspicuous place at or in the school.
6. If the disruption is planned, notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.

What Must Be Included In Notice Of Disruption Of Services

7. The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Sample Notices

Access to School Building

To: Parents, Guardians and Community Users of our School

Maintenance work will make the main door of the school and the access ramp inaccessible from May 1 to May 8. Access to the building will be available through the main doors at Bloorview Kids Rehab. We regret this inconvenience. If you have questions or concerns, please contact the school at 416-424-3831.

Thank you.
Principal

Accessible Washroom

To: Visitors

Our accessible washroom is out of service due to a broken pipe. Repairs are underway and the washroom is expected to be usable again by tomorrow. In the interim, please use the accessible washroom down the hall.

Thank you
Principal