



ADMINISTRATIVE PROCEDURE – AP434-2

Notice of Disruption of Service

Area: Operations
Policy Reference: Accessibility (PO434)

Approved: April 26, 2010
Revised: June 22, 2026

1. Purpose

The purpose of this Administrative Procedure is to provide direction when services that are normally provided to a person with a disability and/or access needs are temporarily unavailable (e.g., an elevator is unavailable). As members of the public, people with disabilities and/or access needs may rely on certain facilities, services or systems to access the services of the school or Durham Catholic District School Board (the “Board”) offices. 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 teletypewriter (TTY) services. When those facilities or services are temporarily unavailable, or if they are expected to be temporarily unavailable soon, a notice of disruption of service is required. Generally, disruptions to all the Board’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.

2. Definitions

Nil

3. Procedures

- 3.1 Members of Senior Administration, Principals, and Managers, in conjunction with the Board Communications staff will ensure that the users of Board and school services are notified when there is a service disruption that may have an impact on persons with disabilities.
- 3.2 Notice will be given by posting and/or distributing the notification letter or template (See Appendices B, C) information in a prominent location at school or Board facilities. Other options that may be used include posting on the board and/or

school website and/or through direct communication with users of the services in accordance with school practices (e.g., school newsletter, school messaging system, school announcements, community use permits). Appendix A provides an Accessibility for Ontarians with Disabilities Act (AODA) guideline for Notice of Disruption.

- 3.3 Consideration will be given to providing notice in multiple formats.
- 3.4 If the disruption is planned, notice will be provided in advance of the disruption. If the disruption is unplanned, notice will be provided as soon as possible after the disruption has been identified.
- 3.5 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.

4. Sources

- 4.1 [Accessibility for Ontarians with Disabilities Act \(AODA\)](#)
- 4.2 [Ontario Regulation 429/07: Accessibility Standards for Customer Service](#)
- 4.3 [“Tips on Serving Customers with Disabilities” – Ontario Education Services Corporation](#)

5. Appendices

- 5.1 Appendix A – AODA Compliance – Notice of Disruption
- 5.2 Appendix B – Sample template of Notice of Disruption
- 5.3 Appendix C - Samples

6. Related Policies and Administrative Procedures

- 6.1 [Accessibility Policy \(PO434\)](#)
- 6.2 [Customer Service Accessibility Standards Administrative Procedure \(AP434-1\)](#)
- 6.3 [Use of Assistive Devices by the Public Administrative Procedure \(AP434-3\)](#)
- 6.4 [Use of Support Person by General Public Administrative Procedure \(AP434-4\)](#)
- 6.5 [Monitoring and Feedback on Accessible Customer Service Administrative Procedure \(AP434-5\)](#)
- 6.6 [Use of Service Animals by the General Public Administrative Procedure \(AP434-6\)](#)

Appendix A

AODA Compliance – Notice of Disruption

Temporary Service Disruption:

There are many reasons why different kinds of services might be temporarily unavailable, including, but not limited to:

- Scheduled/unscheduled facilities maintenance, construction, and technology.

What Notifications Should Include:

Moreover, whether notifications offer advance notice or breaking news, they should include:

- What the disrupted service is
- The reason for the disruption
- How long the disruption will last
- Alternate methods of service
- Appropriate contact information

Notification Formats:

Providers must post notifications in different places and formats so that all customers have access to them. Providers must post signs in a prominent location at school or Board facilities, outside their doors and next to the disrupted service. Additionally, they should alert all customer service personnel to the disruption so that staff can give customers the information in person. Finally, they should also post notifications on their websites.

Appendix B

Sample template of Notice of Disruption:

DCDSB Notice of Disruption

School or Site name:

Where in the site the service is disrupted (if applicable):

Which service has been disrupted (e.g., meeting cancelled, access limited, technology unavailable):

Reason for disruption (e.g., elevator out of service, awaiting part, network outage):

Duration of disruption (e.g., hours, days, or unknown/anticipated timeline):

The alternative service option (e.g., meeting rescheduled to ground floor space):

For additional information please contact:

We apologize for any inconvenience this disruption may have caused.

Notification of Disruption of Service – Accessible Door(s)

Maintenance work will make the main door of the school and the access ramp inaccessible from [insert date/duration]. A temporary ramp has been set up that gives access to the door at the east of the school building. We apologize for this inconvenience. If you have any questions or concerns, please contact [insert contact information].

Notification of Disruption of Service - Accessible Washroom

Our accessible washroom is out of service due to [insert reason]. Repairs are underway and the washroom is expected to be operational [insert date]. In the interim, we have made arrangements for our visitors to use [insert arrangements/location]. We apologize for this inconvenience. If you have any questions or concerns, please contact [insert contact information].

Notification of Disruption of Service - Elevator

Our elevator is out of service. Repairs are underway and the elevator is expected to be operational by [insert date]. In the interim, we have made arrangements for our visitors to use [insert arrangements/location]. We apologize for this inconvenience. If you have any questions or concerns, please contact [insert contact information].