

DURHAM CATHOLIC DISTRICT SCHOOL BOARD

“The Board”

ADMINISTRATIVE PROCEDURE - #AP434-2

NOTICE OF DISRUPTION OF SERVICE

ADMINISTRATIVE AREA: OPERATIONS

POLICY REFERENCE: ACCESSIBILITY

DATE APPROVED: APRIL 26, 2010

1.0 PURPOSE

The purpose of this Administrative Procedure is to provide direction when services that are normally provided to a person with a disability are temporarily unavailable (eg. an elevator is unavailable).

2.0 DEFINITIONS

Disruption of Service: 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 school or 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 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. Generally, disruptions to all of 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.

3.0 PROCEDURES

- 3.1** Supervisory Officers, Principals, Managers, in conjunction with Board Communications staff will ensure that the users of Board and school services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.
- 3.2** Notice will be given by posting the notification letter or template (See Appendices A, B, C) information at a conspicuous place at the school or Board facilities. Other options that may be used include: posting on the board and/or school website; through direct communication with users of the services in accordance with school practices (eg. school newsletter, Synervoice automated calling system).
- 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 notice 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.

4.0 SOURCES

Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
Accessibility Standards for Customer Service, Ontario Regulation 429/07

5.0 REFERENCES

Accessibility Policy
"Tips on Serving Customers with Disabilities" - Ontario Education Services Corporation

6.0 RELATED FORMS

Customer Service Accessibility Standards, AP#434-1
Use of Assistive Devices by the General Public, AP#434-3
Use of Support Person by the General Public, AP434-4
Monitoring and Feedback on Accessible Customer Service, AP#434-5
Use of Service Animals by the General Public, AP#434-6
Use of Service Dogs by Students in Schools, AP434-7

Appendix A

Notification of Disruption of Service – School

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 (date to date). A temporary ramp has been set up that gives access to the door at the east of the school building. We regret this inconvenience. If you have questions or concerns, please contact _____ at [phone number].

Thank you.

Principal

Appendix B

Sample

Notification of Disruption of Service – Board Office Accessible Washroom

To: Visitors to the Education Centre:

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, we have made arrangements for our visitors to use the accessible washroom at (location), which is located next door to our premises. We apologize for this inconvenience.

Thank you.

Superintendent of Facilities

Appendix C

Disruption of Service Sign

T.B.D.