

**AC 04****Notification of Service Disruption for People with Disabilities**

Classification:	Accessibility
Responsible Authority:	Manager, Talent and HR Programs
Executive Sponsor:	Vice President, Human Resources
Approval Authority:	Algonquin College Executive Team
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**PURPOSE**

In accordance with the Accessible Customer Service Standard, a regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, Algonquin College is required to provide notification of temporary disruptions in facilities or services made available for persons with disabilities.

**SCOPE**

This policy applies to all campuses and areas of the College.

**DEFINITIONS**

Word/Term	Definition
Service disruption	A planned or unexpected interruption in the facilities or services
Planned service disruption	Disruption known at least three days in advance
Unplanned service disruption	Disruption without prior notification
Accessibility for Ontarians with Disabilities Act	Provincial legislation

**POLICY**

Algonquin College recognizes that persons with disabilities may make special arrangements in order to access our goods and services (for example, they may book accessible transit, or arrange for someone to drive them to and/or from the College.) The College will provide notice of service disruptions when any facility, technology, or service that a person with a disability usually uses to access our goods and services is temporarily unavailable, or is expected to be temporarily unavailable in the near future.

Temporary disruptions in services and facilities may occur due to reasons that may or may not be within the College's control or knowledge. The College will provide prior notice of planned disruptions. In the case of unplanned service disruptions, the College will make reasonable effort to provide timely notice, recognizing that in some circumstances, such as in the situation of unplanned temporary disruptions, advance notice will not be possible.

### Information to be included in notice

The College will make reasonable efforts to provide notice of the disruption to the public, including:

1. Information about the reason for the disruption
2. Anticipated duration
3. Description of alternative facilities or services, if any, that may be available.

### Manner of notification

When temporary disruptions occur to the College's services or facilities, the College will provide notice in the most effective way possible which could include:

1. MyAC
2. Bright Space
3. Post in visible places
4. Departmental websites
5. Any other method that may be reasonable under the circumstances (ie: e-mail or LCD screens display) as soon as reasonably possible
6. Departments will inform [humanresources@algonquincollege.com](mailto:humanresources@algonquincollege.com), the Manager of the Centre for Accessible Learning and Facilities Management. .

## PROCEDURE

### Action

### Responsibility

#### 1. Planned service disruption

In the event of a planned service disruption, the following steps must be taken:

- i. Post signage on-site at least two (2) days prior to the disruption.
- ii. Post a notice on the Accessibility Office website.
- iii. Provide notice on MyAC other means deemed appropriate for the situation.
- iv. When appropriate, inform the Manager for the Centre for Accessible Learning.

Manager to inform Human Resources and Facilities Management

#### 2. Unplanned service disruption

In the event of an unexpected temporary disruption in service, the following steps must be taken:

- i. Post signage on-site, as soon as possible.
- ii. Post a notice on the Accessibility Office website.
- iii. Provide notice on MyAC by other means deemed appropriate for the situation.
- iv. When appropriate, inform and the Manager for the Centre for Accessible Learning.

Manager to inform Human Resources and Facilities Management

## SUPPORTING DOCUMENTATION

Appendix 1      Notification template

**RELATED POLICIES**

AC02    Client Service Standards for Persons with Disabilities

AA24    Disruptions to College Activities

**RELATED MATERIALS**

Accessibility Standards for Customer Service

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

# NOTICE OF TEMPORARY SERVICE DISRUPTION

We apologize for any inconvenience this may have caused you.

Service has been disrupted because:

Service is expected to resume:

The closest alternative service is located:

Posted by:

Posted on:

For additional information please contact: