

AC04**Notification of Service Disruption for People with Disabilities**

Classification:	Accessibility
Responsible Authority:	Director, People and Culture
Executive Sponsor:	Vice President, Human Resources
Approval Authority:	Algonquin College Executive Team
Date First Approved:	2010-12-22
Date Last Reviewed:	2026-03-04
Date to Complete Mandatory Review:	2031-03-04

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
Accessibility for Ontarians with Disabilities Act	The Accessibility of Ontarians with Disabilities Act is an Ontario law mandating that organizations must follow standards to become more accessible to people with disabilities.
Disability	<ol style="list-style-type: none">1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other service animal or on a wheelchair or other remedial appliance or device,2. a condition of mental impairment or a developmental disability,3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Planned service disruption	Disruption known at least three days in advance
Service disruption	A planned or unexpected interruption in the facilities or services
Unplanned service disruption	Disruption without prior notification

POLICY

Algonquin College recognizes that persons with disabilities can require access to technology, facilities and spaces to access goods and services. Barriers to this access can be created when there are planned and unplanned service outages and space closures. The College will provide notice of service disruptions when any facility, technology, or service that a person with a disability uses to access our goods and services is temporarily unavailable, or is expected to be temporarily unavailable in the near future.

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 Include in Notice

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

1. Description of the disruption and reason for the disruption
2. Anticipated duration of the disruption
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 as soon as reasonably possible in the most effective way possible which could include:

1. MyAC
2. Post in visible places in a manner that is accessible (consideration should be given to location/height/size of post, font size and type, clear language etc.)
3. AC Mobile Safety App
4. Departmental websites
5. Any other method that may be reasonable under the circumstances (i.e. e-mail or Liquid Crystal Display (LCD) screen display).

6. Departments will inform humanresources@algonquincollege.com, the Manager of the Centre for Accessible Learning, and Facilities Management.

Service Disruptions and Support for Persons with Disabilities

During planned or unplanned service disruptions that affect accessibility (e.g., elevators), the College will provide timely notifications and support to impacted individuals. Emergency and evacuation procedures for persons requiring assistance are outlined in the [HS06: Fire Safety and Emergency Evacuation](#) policy and further detailed in the [Inclusive Workplace Emergency Response Planning](#) guide. The College's Mobile Safety App will also be used to provide accessibility-related alerts within the Accessibility Resources section of the application.

PROCEDURE

	Action	Responsibility
1.	<p>Planned service disruption</p> <p>In the event of a planned service disruption, the following steps must be taken:</p> <ul style="list-style-type: none"> • Post signage on-site at least two (2) days prior to the disruption. • Provide notice on other means deemed appropriate by the Responsible Authority for the situation. (i.e.: MyAC, AC Mobile Safety App) • Inform the Manager for the Centre for Accessible Learning. 	<p>Manager to inform Human Resources and Facilities Management Desk (Ottawa Campus) or Manager, Facilities and Operations, (Pembroke Campus).</p>
2.	<p>Unplanned service disruption</p> <p>In the event of an unexpected temporary disruption in service, the following steps must be taken:</p> <ul style="list-style-type: none"> • Post signage on-site, as soon as possible. • Provide notice on other means deemed appropriate for the situation. (i.e.: MyAC, AC Mobile Safety App) • Inform the Manager for the Centre for Accessible Learning. 	<p>Manager to inform Human Resources and Facilities Management Desk (Ottawa Campus) or Manager, Facilities and Operations, (Pembroke Campus).</p>

3.	In the event of unplanned service disruptions, such as elevator outages or other accessibility-related interruptions, individuals may obtain immediate assistance by contacting Security Services at 613-727-4723 ext. 5000 or Facilities Management at 613-727-4723 ext. 7710. Support will be provided in alignment with individual Inclusive Workplace Emergency Response Plans , where applicable, and may include guidance on available alternate routes or temporary modifications to service access.	Facilities Management and Security Services Team.
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SUPPORTING DOCUMENTATION

AC04 Appendix 1: Notification template

RELATED POLICIES

AC01: Academic Accommodation for Accessible Learning

AC02: Client Service Standards for Persons with Disabilities

AC03: AODA Integrated Accessibility Standards Regulation

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

APPENDIX 1 – Notification Template

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: