



Operational Procedure

Notice of Disruptions in Service Procedures

Program: Human Resources	Document Owner: Cindy Kremer	Reference Number: HR 5.14
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KEYWORDS

Disruption, Services, Notice

RATIONALE

This procedure describes how Canadian Mental Health Association, Lambton Kent Branch will provide notice on disruptions in our facility services to people with disabilities.

In the event that there is a disruption in the usual facilities or attached services that CMHA Lambton Kent Branch provides to people with disabilities that impacts access (e.g., accessible washrooms, ramps, accessible, parking spaces, automatic doors, TTY services, etc.), we will provide notice of such disruption as far in advance as possible, through a variety of means.

PROCEDURE

1. When service disruptions are planned or anticipated (e.g., routine maintenance or upgrades), notices of the disruption will be posted in advance.
2. When service disruptions are not anticipated (e.g., sudden malfunctions), notices of service disruption will be posted as soon as the disruption occurs.
3. All notices regarding service disruptions will, where relevant:
 - a. note the reasons for the disruption
 - b. note how long service is expected to be disrupted
 - c. be posted in conspicuous places where people with disabilities can easily access the information such as:
 - i. on the door to the premises
 - ii. on bulletin boards throughout the building
 - iii. on the website
 - d. direct clients to alternative ways to access the service
4. In the event of both anticipated and unanticipated service disruptions, alternative means of providing the service will be offered, where possible.

Reference/Source: Human Resources
[Accessibility for Ontarians with Disabilities Act](#)
[2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service](#)

Distribution: _____
 Filing: _____

Monitoring:

Human Resources

Related Documents:

[HR 5.01 Communicating with People with Disabilities Policy](#)

[HR 5.17 Use of Service Animals Policy](#)

[HR 5.15 Support Persons Policy](#)

[Volunteer Feedback Form](#)

[HR 5.16 Use of Assistive Devices Policy](#)