



# RED LAKE MARGARET COCHENOUR MEMORIAL HOSPITAL

## -STATEMENT OF POLICY AND PROCEDURE-

<b>SUBJECT: NOTICE OF TEMPORARY DISRUPTION IN SERVICES AND FACILITIES</b>		<b>DOC. ID#: ADM-AODA-IAS- 07</b>
<b>MANUAL: ADMINISTRATION ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT 2005 (AODA)</b>		<b>Original Date: MARCH 2010</b>
<b>CATEGORY: INTEGRATED ACCESSIBILITY STANDARD</b>		<b>Last Revision Date: See electronic version</b>
<b>DEVELOPED BY: DQR</b>	<b>APPROVED BY: CEO</b>	<b>Next Revision Date: See electronic version</b>
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### 1. PURPOSE:

The Red Lake Margaret Cochenour Memorial Hospital (RLMCMH) understands that persons with disabilities may go to considerable effort to access goods and services. This policy applies to both planned and unexpected temporary disruptions in facilities or services that persons with disabilities usually use to access the RLMCMH's goods or services.

This policy is intended to meet the requirements for temporary disruptions in services and facilities in the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standard 191/11 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

### 2. SCOPE:

This policy applies to ALL Red Lake Margaret Cochenour Memorial Hospital's Employees, Board Members, students, volunteers, contractors and affiliates.

### 3. POLICY/PROCEDURE/STANDARD:

#### POLICY:

In the event of a planned service disruption to facilities, services or systems, the RLMCMH will provide notice of the disruption in advance.

In the event of an unexpected disruption, the RLMCMH will provide notice as soon as possible.

The notice (**Appendix A**) will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

**PROCEDURE:**

- All staff members are responsible for notifying the switchboard of any problems with the physical environment, or any services related to the facility.
  
- The switchboard staff member will:
  - Post the notice of disruption in a conspicuous place on the premises;
  - Place notification on the RLMCMH’s website, and any other methods that are reasonable in the circumstances (may include notifying local radio station, community partners). The notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, which are available. **(see Appendix A “Notice, Disruption in Service”)**
  - Alert staff via email of the facility restrictions that are in place and the resolution of the disruption.
  - Visual notices must be posted in large clear print, using contrasting colors between text and background. Ensure that the format and placement of the notices takes into consideration the types of disabilities of persons who use the disrupted service or facility.
  - For prescheduled appointments where the affected department is aware that the closure may have an impact on a client identified with a disability the department will:
    - Notify the person with a disability, as soon as possible, regarding any disruptions that impact a scheduled appointment to discuss alternative plans.
    - Contact the person with a disability to notify them of an unexpected challenge related to prescheduled accommodations, for example if an intervener is unavailable.

Upon resumption of normal service, the switchboard staff member will remove all notices.

**4. RESOURCES:**

Notice of Service Disruption, Caledon Community Services, 2020

**LEGISLATION:**

<https://www.ontario.ca/laws/regulation/110191?search=accessibility#BK155>

**5. APPENDIXES:**

**Appendix A:** Notice of Service Disruption



## NOTICE OF SERVICE DISRUPTION

In accordance with Ontario Regulation 429/07 "Customer Service Standard" of the Accessibility for Ontarians with Disabilities Act (AODA)

RLMCMH is committed to improving accessibility for individuals with disabilities and complying with the mandatory customer standard addressed in Ontario Regulation 429/07 ("Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act* ("AODA"). In the event of a Temporary Disruption of Service, RLMCMH is committed to providing timely notice in the event of a planned or unexpected disruption to customer service that may be utilized by persons with disabilities.

Location of Disruption:
Reason for Disruption:
Services Affected:
Expected Duration:
Alternative service locations if feasible:
Contact info for updates or questions: