

<b>RIDEAU COMMUNITY HEALTH SERVICES POLICIES AND PROCEDURES</b>		<b>NUMBER: GEN 221</b>
		<b>TYPE: GENERAL</b>
Policy Owner:	Chief Executive Officer	<b>DEVELOPED ON: Dec 2019</b>
Approved by:	Leadership Team	
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Revised:		

## **NOTICE OF DISRUPTIONS IN SERVICE**

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### **Policy**

Rideau Community Health Services (RCHS) 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 services that RCHS 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**

When service disruptions are planned or anticipated (e.g., routine maintenance or upgrades) notices of the disruption will be posted in advance by the person overseeing the process.

When service disruptions are not anticipated (e.g., sudden malfunctions), notices of service disruption will be posted as soon as the disruption occurs by the person overseeing the process.

All notices regarding service disruptions will, where relevant:

- Note the reasons for the disruption
- Note how long service is expected to be disrupted
- Be posted in conspicuous places where people with disabilities can easily access the information such as: on the door to the premises, on bulletin boards throughout the building, on the website
- Direct clients to alternative ways to access the service

In the event of both anticipated and unanticipated service disruptions, alternative means of providing the service will be offered, where possible.

### **Associated Policies**

None Listed