

<b>Policy:</b> Accessible Customer Service Standards	<b>Procedure Number:</b> 10.5
<b>Subject:</b> Notice of Temporary Disruptions Procedure	<b>Effective Date:</b>
<b>Legislation:</b> Ontario Regulation 429/07, Accessible Standards for Customer Service	<b>Revision Date:</b>
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## Notice of Temporary Disruptions Procedure

### ***Purpose:***

The Township of North Kawartha is committed to establishing, implementing and maintaining a process for providing notice during temporary service disruptions, whether they were planned or unplanned disruptions.

### ***Procedures/Practice:***

Notice of Service Disruptions must be provided for every planned or unplanned disruption that could affect people with disabilities, such as the availability of an assistive device, service or feature that is regularly available to enable or enhance access to Township goods or services. The appropriate Department Head will provide notice as soon as possible if any of the following services or devices are disrupted:

Accessible Entrance	Handrail
Accessible Washroom	Power Operated Door
Accessible Parking	Ramp
Amplification System	Sidewalk or Road Access

(Any other assistive device, service or feature that provides access to services commonly used by people with disabilities)

1. A Notice shall be prepared which will include the following information:
  - Reason and information for disruption
  - Anticipated duration
  - Description of alternate facilities or services, if available
  - Contact Information
  
2. In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible. Depending on the duration of the disruption, the Township may also post the Notice on its website.

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3. In the case of a scheduled disruption, the Township will post the Notice prior to the disruption at the physical location, on its website and if appropriate will advertise the disruption with local media outlets. The Notice will be posted with sufficient time to inform ratepayers.
4. In addition to Section 2 and 3 above, Notice may also be provided by any other means as deemed appropriate such as voice mail, electronic sign etc...
5. When providing Notice of Service Disruption, the Department Head will ensure the notice is accessible to its audience, for example at a height that will allow a person in a wheelchair to read it.

***Related Documents:***

- Form 11.1 – Notice Scheduled Service Disruption
- Form 11.2 – Notice Unexpected Service Disruption