

Approved by Council: April 12, 2017

## TEMPORARY SERVICE DISRUPTIONS PROCEDURES

### PURPOSE

The purpose of this procedure is to establish guidelines for providing notification of temporary disruptions of service to people with disabilities. These notices may be for either planned or unexpected disruptions of service.

### IMPLEMENTATION

Notices for both unexpected and planned service disruptions will be provided in a variety of formats that will take into account a range of disabilities and will outline:

- The reason for the disruption;
- Its anticipated duration;
- A description of alternative facilities or services, if any are available; and,
- Contact information.

Notices for unexpected service disruptions will be posted as soon as possible, using large, clear print and plain language at the physical entrances to the facility and throughout the facility (if required) and in any other location that the Municipality deems is necessary.

Notices for planned service disruptions will be posted using large, clear print and plain language at the physical entrances to the facility and throughout the facility where necessary. In addition, planned service disruptions that are intended to last more than 48 hours will be posted on the Municipality's website.

### RELATED DOCUMENTATION

A05-2017 – Accessibility Policy and Policy Statement