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|   | <input checked="" type="checkbox"/> Policy<br><input type="checkbox"/> Procedure<br><input type="checkbox"/> Protocol<br><input type="checkbox"/> Terms of Reference | Section<br><i>Policy &amp; Procedure Manual</i> | Number |
| <b>Accessibility-Disruption in Service</b>   |  |   |        |
| <b>Date Issued:</b> July 30, 2012<br><b>Date Review/Revised:</b> January 24, 2025<br><b>Next Review Date:</b> January 24, 2027 |  |   |        |
| <b>Owner:</b><br>Director of Facilities  | <b>Reviewer(s):</b><br>Senior Leadership Team  | <b>Approver:</b><br>CEO                         |        |
| <b>Cross Reference:</b><br>•   |  |   |        |

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### **Policy**

Alexandra Marine and General Hospital (AMGH) is committed to promoting, providing and maintaining an environment where respect, independence and dignity are demonstrated at all time to all patients equally. AMGH will provide Notice of temporary disruptions in services to ensure that accommodation and provision of services can be maintained to persons with disabilities.

### **Standard**

- Notice to public will be provided for temporary service disruptions as soon as possible, service disruptions may include but are not limited to:
- Elevator out-of-service
- Phone system down time
- Automatic sliding doors not operating
- Relocations/closure of department due to construction
- Notice will include: information about the reason for disruption, expected duration of the disruption, and description of available or alternate services
- Notice will be made conspicuous and may be displayed at the location of the disruption, on the website, in a mailing, pamphlet or in local newspaper/or local radio/television

### **Steps and Responsibilities in the event of Temporary Disruption of Service**

- Director of facilities, or designate, must be contacted as soon as unplanned service disruption occurs
- Director of facilities, or designate, will coordinate notifications; this may include contacting area(s) affected to ensure that they notify patients that might be affected and to ensure area(s) identify to patients the alternate access or accommodation, assign staff to post notifications, post on the website/notify local paper/television and radio and determine when notifications can be removed
- Planned events will be coordinated through the maintenance department
- A "Disruption of Service" (refer to **Accessibility-Disruption in Service FORM**) will be posted at the location of the disruption, and at both entrances to the facility

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- If the disruption is expected to occur longer than 8 hours, notice will be posted on the hospital's social media, disruptions that are expected to take longer than 1 day may also be posted in the local paper/local radio and television
  - Director of facilities will coordinate the removal of "Disruption of Service" signs once the service is operational

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| Reference Documents: | <ul style="list-style-type: none"><li>• Accessibility Act for Ontarians with Disabilities 2005</li><li>• Accessibly Act for Ontarians with Disabilities Act 2005 Customer Service Standard 429/07</li></ul> |
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