

Administrative Guideline

Title: Accessibility Standards for Customer Service
Notification of Disruption of Service

Effective Date: 2010/01/01

Responsibility: Superintendent of Business

Applicable Reference from Accessible Customer Service Policy Statement:

When services that are normally provided to a person with a disability are temporarily unavailable such as access to an elevator, a disruption of service notice will be posted at the site and on the Board's website.

Definition/Explanation of Disruption of Service:

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of the school or board offices. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way they can access the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems and note-taking or TTY services. When those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption of service is required.

Generally, disruptions to all of the Board's services, such as during a major storm or power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption should be provided.

1.0 Responsibility

1.1 Supervisory Officers, Principals, Managers, Supervisors and the Communication Officer will ensure that the users of board and school services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

Legal *Framework*