



## CORPORATE POLICY

<b>TITLE: SERVICE DISRUPTION</b>	<b>SECTION: General Administration</b>
<b>APPROVED BY: CEO</b>	<b>EFFECTIVE DATE</b> December 2, 2025
<b>LAST REVISION DATE</b>	<b>LAST REVIEW DATE</b>
<b>THIS DOCUMENT SUPERCEDES ALL PREVIOUS SUBJECT POLICIES AND PROCEDURES</b>	

### INTENT

In accordance with the Accessible Customer Service Standard, a regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, Murray McKinnon House (referred to as “the Agency”) is required to provide notification of temporary disruptions in facilities or services made available for persons with disabilities.

This policy applies to all locations and areas of the Agency.

### DEFINITIONS:

- Service disruption: - A planned or unexpected interruption in the facilities or services resulting in a closure or limited access to a physical area or service that is agency owned or owned by a 3<sup>rd</sup> party.
- Planned service disruption: - Disruption known at least three days in advance.
- Unplanned service disruption: - Disruption without prior notification.

### POLICY STATEMENT:

The Agency recognizes that persons with disabilities may make special arrangements in order to access our goods and services. The Agency will provide notice of service disruptions when any facility, technology, or service that a person with a disability usually uses to access our goods and services is temporarily unavailable, or is expected to be temporarily unavailable in the near future.

Temporary disruptions in services and facilities may occur due to reasons that may or may not be within the Agency's control or knowledge. The Agency will provide prior notice of planned disruptions. In the case of unplanned service disruptions, the Agency will make reasonable effort to provide timely notice, recognizing that in some circumstances, such as in the situation of unplanned temporary disruptions, advance notice will not be possible.

## **PROCEDURES AND RESPONSIBILITY**

### **A. Information to be included in notice**

The Agency will make reasonable efforts to provide notice of the disruption to the public, including:

- Information about the reason for the disruption
- Its anticipated duration
- A description of alternative facilities or services, if any, that may be available, in collaboration with operational licensing agreement.

### **B. Manner of notification**

When temporary disruptions occur to the Agency's services or facilities, the Agency will provide notice in the most effective way possible which may include:

- Website: [www.murraymckinnon.ca](http://www.murraymckinnon.ca)
- Posted in visible places such as doorways and windows.
- Any other method that may be reasonable under the circumstances (ie: e-mail or fax) as soon as reasonably possible
- Maintenance Manager shall inform the CEO and the Management Team.

### **C. Action Responsibility**

#### **1. Planned service disruption**

In the event of a planned service disruption, the following steps must be taken by the Maintenance Manager or Director/Manager/Supervisor in charge of the area:

- Inform the CEO of the situation.
- Notify MCCSS as per licensing agreement.
- Arrange with the Webmaster (currently the E.A.) to post a notice on the website.
- Post signage on-site at least two (2) days prior to the disruption.
- Send an email or fax to all Agency locations affected.

## 2. Unplanned service disruption

In the event of an unexpected temporary disruption in service, the following steps must be taken by the Maintenance Manager or Director/Manager/Supervisor in charge of the area:

- Post signage on-site, as soon as possible.
- Arrange with the Webmaster (currently the E.A.) to post a notice on the website.
- Send an email or fax to all Agency locations affected.
- Inform the CEO of the situation.

### SAMPLE NOTICE:

#### NOTICE OF TEMPORARY SERVICE DISRUPTION

**We apologize for any inconvenience this may have caused you.**

**Service has been disrupted because:** \_\_\_\_\_.

**Service is expected to resume:** \_\_\_\_\_.

**The closest alternative service is located:** \_\_\_\_\_

**Posted by:** \_\_\_\_\_

**Posted on:** \_\_\_\_\_

**For additional information please contact:** \_\_\_\_\_

### REFERENCE:

Accessibility Standards for Customer Service

<https://www.ontario.ca/laws/regulation/r07429>