

**St. Joseph's General Hospital Elliot Lake
PROCEDURE MANUAL**

Department	Human Resources
Subject:	AODA – Notice of Temporary Disruption of Services & Facilities – Procedure
Procedure Number:	PRS II-a-40
Distribution List:	All Departments
Approved By: Chief Executive Officer	M. Hukezalie
Date Originated:	December 1, 2009
Last Reviewed:	
Date(s) Revised: (NB RETAIN PREVIOUS POLICY)	
Senior Manager's Signature:	<i>R. Primeau</i> , Director Human Resources

PROCEDURE

Purpose

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standard for Customer Service (AODA – Ontario Regulation 429/07).

Application

These procedures and practices apply in situations where there is a temporary disruption in facilities and services that persons with disabilities usually use to access goods and services provided by St. Joseph's General Hospital Elliot Lake ("the Hospital" which includes the Oaks Treatment Centre and St. Joseph's Manor) and apply to both planned and unexpected temporary disruptions.

Procedures and Practices for Providing Notice

On occasion, some services and facilities usually used by persons with disabilities to access the Hospital's goods and services may not be available due to temporary disruptions.

For example, elevators may be unavailable due to routine maintenance, ramps may be blocked because of construction, or accessible washrooms may be unavailable because of repairs.

The Hospital understands that people with disabilities may go to considerable effort to access goods and services. In the event that a service or facility that is usually used by

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people with disabilities to access the Hospital's goods and services is temporarily unavailable, notice of the disruption will be provided.

The Hospital will provide advanced notification of a planned disruption. When a disruption occurs unexpectedly, notice will be provided as soon as reasonably possible. The Chief Executive Officer shall direct the posting of notices.

Content of Notices

Notices will contain the following information: the reason for the disruption, its expected duration, and alternative facilities or services if they exist.

Posting, Clarity and Placement of Notices

The Hospital may provide notice of the disruption by posting information in a conspicuous place on the premises owned and operated by the Hospital; on the Hospital's website or by other methods that are reasonable in the circumstances.

Visual notices will be provided in large clear print using contrasting colours between the text and background

The format and placement of notices will consider the types of disabilities of persons who use the disrupted service or facility.

Example – notices by elevators used by persons in wheelchairs will not be placed so high that they are above the line of vision of persons using wheelchairs but not so low that they are missed by others – approximately 4 feet is good for most people

Review of Procedures and Practices

These procedures and practices will be reviewed annually to ensure they are in accordance with legislation and meeting the needs of persons with disabilities.

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(typist's initials)

References:

Reviewed in consultation with: Senior Management, Managers

Policy Credits (author?): R. Primeau

Corresponding Form Numbers:

Path and File Name: