



Persons with disabilities may rely on certain facilities, services or systems in order to access the services of the school or board offices. If these services or systems are disrupted, people with disabilities will require notice of such disruption.

A disruption of service notice will be posted at the affected site and on the Board's website when services that are normally provided to a person with a disability are temporarily unavailable.

Supervisory Officers, Principals/Designate, Managers/Supervisors, Board Communications staff 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.

### **Procedures**

1. Administrative staff are responsible for communication where a disruption of service occurs. The appropriate Principal/Supervisor is required to notify the Facilities Department (through either the Facilities Manager and/or the Area Supervisor) as well as the Communications Assistant.
2. If a planned disruption is necessary for maintenance and/or repairs, the Facilities Manager/Area Supervisor will advise the appropriate Principal/Supervisor as well as the Communications Assistant to ensure that the appropriate notice of disruption is posted at the site as well as on the website.

### **Guidelines**

1. Assistive devices are important to people with mobility disabilities as this may be the only avenue for these individuals to access particular premises. These devices include escalators, elevators, accessible washrooms, amplification systems, note taking (TTY) services and/or entrance ways. When these facilities or services are temporarily unavailable or if they are expected to be unavailable in the near future, a notice of disruption of service is required to be posted.
2. 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.
3. Notice of Disruption of Services
  - Notice may be given by posting the information at a conspicuous place at or in the school or at or in board facilities. Other options that may be used include posting the notice on the board and/or school website or by direct communication with users of the services.
  - Consideration should be given to providing the notice in multiple formats
  - If the disruption is planned, notice should be provided as much in advance of the disruption as possible. If the disruption is not planned, notice should be provided as soon as possible after the disruption has been identified.
  - The notice of disruption must include information about the reason(s) for the disruption, the anticipated duration of the disruption and a description of alternative facilities or services, if any, that are available.
4. Sample Notices

Sample 1 – Access to School Building

TO: Parents, Guardians and Community Users of Our School

DATE:

Maintenance work will make the main door of the school and the access ramp inaccessible from May 1<sup>st</sup> to May 8<sup>th</sup>, 2010. A temporary ramp has been established that provides access to the door at the east end of the school building. We regret this inconvenience. If you have any questions or concerns, please contact \_\_\_\_\_ at \_\_\_\_\_ (phone number).

Thank you.

Principal

Sample 2 – Accessible Washroom

TO: Visitors to the Education Centre

DATE:

Our accessible washroom is out of service due to a broken pipe. Repairs are underway and the washroom is expected to be usable again by tomorrow. In the interim, we have made arrangements for our visitors to use the accessible washroom at \_\_\_\_\_ (address), which is located next door to our premises. We apologize for the inconvenience.

Thank you

Facilities Manager