

		THE CORPORATION OF THE TOWN OF GANANOQUE NOTICE OF TEMPORARY SERVICE DISRUPTIONS POLICY	
POLICY NO.	2017-03	APPROVAL DATE:	July 4, 2017
AUTHORITY	Council	EFFECTIVE DATE:	July 4, 2017
SUBJECT	NOTICE OF TEMPORARY SERVICE DISRUPTIONS - ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O. Reg 429/07		

POLICY STATEMENT

The Town of Gananoque recognizes that persons with disabilities often go to a lot of trouble to access our goods and services (for example, they may book accessible transit, or arrange for someone to drive them to and/or from Town-owned and/or operated sites).

It is the policy of the Corporation of the Town of Gananoque to provide notice of service disruptions when any facility, technology, or method that a person with a disability usually uses to access our goods and services is temporarily unavailable or if expected to be temporarily unavailable in the near future.

OBJECTIVE(S)

The objectives of this policy are to:

- Outline where a notice of disruption will be posted and what information must be included
- Describe the process of providing notice of an expected, planned service disruption
- Detail the process of providing notice of an unexpected service interruption

PROCEDURES

Notice of Temporary Disruptions

A notice of temporary disruption will be placed on the door at all public entrances and service counters on Town premises. The notice will also be published on the Town’s web site. If needed, the notice will be advertised in the local media.

A Notice of Disruption must include the following information:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate facilities or services, if any
- Contact information

See Appendix for Notice of Disruption template

Planned Service Disruptions

It is possible that from time to time there will be disruptions in service such as elevator under repair, renovations that limit access to an area, or technology that is temporarily unavailable, etc. By providing notice, we can possibly save a person an unnecessary trip.

If a disruption in service is planned and expected, it is important to provide the public with a reasonable notice. In this case, reasonable notice is defined as at least ten (10) business days in advance, or as soon as possible if less than ten (10) business days.

It is the responsibility of the department directly affected by or responsible for the facility, technology or method that is disrupted to communicate the disruption to the building administrative assistant (where applicable) who will then be responsible for posting the notice in the prescribed areas.

Unplanned Service Disruptions

If a disruption in service is not planned and is unexpected, it is important to provide the public with notice as soon as possible.

It is the responsibility of the department directly affected by or responsible for the facility, technology or method that is disrupted to communicate the disruption to the building administrative assistant (where applicable) who will then be responsible for posting the notice in the prescribed areas.

Enquiries

Town Clerk (Accessibility Coordinator)
Town of Gananoque
Telephone: 613-382-2149

Staff Information Guide:

(Insert Town logo here)

Notice of Temporary Disruption of Service

We apologize for any inconvenience however the *(insert item or service being disrupted)* is out of *(service/working order and why)*.

Please use one of the following...*(a)* should be used for planned disruptions *(has to be fixed)* and *(b)* for unscheduled disruptions *(it broke)*

(a) The *(insert name of item or service)* will be out of working order due to *(reason with a little detail)* as of *(date)*. We are working to resolve the issue and anticipate it will be restored to service *(insert date)*.

(b) We are working to restore this service a.s.a.p. that was reported out of order on *(date reported or first noticed)* however it is not anticipated to be back in service until *(insert date)*

You will find a *(there may be a different route around disruption, may be an alternative accessible location/service, or closest location a similar service may be found, if any are available. If not, say so and apologize again)*.

You will find an additional posting of this notice on our websites accessibility page.

Again, sorry for any inconvenience this may cause,

Town of Gananoque

(Insert Department responsible)

(Insert Manager's name and contact info)

Sample:



NOTICE

Disruption in Service

We apologize for any inconvenience however, there is currently a service disruption. The estimated time of the service disruption will be:

From:	To:
The disruption includes:	
The following alternative services are available:	

On behalf of the Town of Gananoque, we would like to thank you for your patience in this matter.

Contact:
