

Date of Issue May 2015

Original Date of Issue March 2010

Subject **NOTIFICATION OF DISRUPTION OF SERVICE**

References Accessibility Standards For Customer Service Policy

Links

Contact Business Services

1. Responsibility

- 1.1 Supervisory officers, principals, departmental managers 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.

2. How Must The Notice Of Disruption Of Services Be Provided?

- 2.1 Notice may be given by posting the information at a conspicuous place at or in the school/site or at the Education Centre. Other options that may be used include: posting on the board and/or school website; through direct communication with users of the services in accordance with school practices or on social media. Sample notices are attached as APPENDIX A.
- 2.2 If the disruption is planned, notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.

3. What Must Be Included In Notice Of Disruption Of Services

- 3.1 The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

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SAMPLE NOTICES**Sample 1 – Access to School Building**

To: Parents, Guardians and Community Users of our School

Maintenance work will make the main door of the school and the access ramp inaccessible from May 1 to May 8. A temporary ramp has been set up that gives access to the door at the east of the school building. We regret this inconvenience. If you have questions or concerns, please contact _____ at [phone number].

Thank you.

Principal

Sample 2 – Accessible Washroom

To: Visitors to the School/Site or Education Centre

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 _____, which is located _____. We apologize for this inconvenience.

Thank you.

Principal/Manager