

<b>Accessibility Standards – Notification of Disruption of Service</b>	
<b>Adopted:</b> February 2, 2010	<b>Last Reviewed/Revised:</b> April 2, 2024
<b>Next Scheduled Review:</b> 2026-2027	
<b>Associated Policies &amp; Procedures:</b> <a href="#">I-20 Integrated Accessibility Standards</a> <a href="#">VI-46 (a) Use of Assistive Devices by the General Public</a> <a href="#">VI-46 (b) Use of Service Animals by the General Public</a> <a href="#">VI-46 (c) Use of Support Person by the General Public</a> <a href="#">VI-46 (e) Monitoring and Feedback on Accessible Customer Service</a>	

## Purpose

To comply with the Ontario Ministry of Labour and Ministry of Education in the area of Accessibility Standards to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications, employment and transportation.

## Application and Scope

This procedure applies to all operation policies and procedures in all facilities within the Halton Catholic District School Board (HCDSB).

## References

- [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#)
- [Integrated Accessibility Standards, Ontario Regulation 191/11](#)
- [Ontario Human Rights Code](#)

## Definitions

**Disruption of Service** is when services that are normally provided to a person with a disability are temporarily unavailable, such as access to an elevator.

## Principles

The Halton Catholic District School Board welcomes all members of the school and broader community to our facilities and is committed to providing services that respect the independence and dignity of persons with disabilities who rely on certain facilities, services or systems in order to access schools or HCDSB offices.

## Requirements

### **Responsibility:**

- Supervisory Officers, Principals and/or designates and the Manager of Strategic Communications will ensure that the users of HCDSB 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.

### **Notice of Disruption will be provided via the following:**

- All reasonable efforts will be made to provide information that can reach users of the HCDSB and school services/facilities as efficiently as possible.
- Generally, disruptions to all of HCDSB'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 persons with disabilities, a notice of the disruption shall be provided.
- Notice may be given by posting the information at a conspicuous place at or in the school/HCDSB facilities. Other options may include posting on the HCDSB and/or school website; sharing information through public service announcements or on social media; through direct communication with users of the services in accordance with school/HCDSB practice.
- If the disruption of service is planned, notice shall be provided in advance of the disruption. If the disruption of service is unexpected, a disruption notice shall be posted as soon as possible after the disruption has been identified at the site and on HCDSB's website.

The notice of disruption of service will address the following:

- The reason for the disruption.
- How long the disruption is anticipated to last.
- What alternative services or facilities, if any, are available.

APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_  
*Director of Education and Secretary of the Board*