

Purpose

This procedure implements, in part, the City of Peterborough's Corporate Accessibility Policy. The purpose of this procedure is to provide guidelines for providing notice when there is a service disruption.

Application

This procedure applies to:

- Every temporary disruption to a location, technology, or method that could be used by a person with a disability to access City goods or services, whether planned or unplanned;
- Every customer service representative;
- Anyone who participates in developing City policies, practices, and procedures governing the provision of City goods or services to members of the public or other third parties;
- Premises, where City goods or services are offered, to which the public or other third parties have access; and
- Managers/supervisors of facilities and service areas where City goods or services are provided who are responsible for ensuring compliance with this procedure.

Notices of a temporary service disruption will be initiated and prepared by the manager/supervisor of the facility or service area that is experiencing the disruption. The format and content of such notices should be in accordance with this procedure.

Procedure

When a notice of temporary service disruption is required

Notice is required for every planned or unplanned disruption that could affect people with disabilities, such as the unavailability of an assistive device, service, or feature that is regularly available to enable or enhance access to goods or services.

The manager/supervisor of the facility or service area will provide notice as soon as possible if any facilities, services or access to services are disrupted. Examples of services or access to services include, but are not limited to:

- Accessible entrance;
- Accessible washroom;
- Elevator;

- Accessible parking;
- Power-operated door;
- Ramp;
- Amplification systems;
- TTY;
- Transportation corridors (i.e. sidewalks, walkways, trails, roads etc.); and
- Any other assistive device, service, or feature that provides access to services commonly used by people with disabilities.

When a notice of temporary service disruption is not required

Generally, disruptions to City services, such as during a power outage or during a labour dispute, notice about how the disruption could affect people with disabilities is not required. However, if the disruption has a significant impact on people with disabilities, the manager/supervisor of the facility or service area should provide notice of the disruption.

Providing notice

Notice of temporary service disruptions will be provided by the manager/supervisor of the facility or service area. For planned disruptions, notice will be provided within a reasonable time in advance. For unplanned disruptions, notice will be provided as soon as possible.

To provide notice of a temporary service disruption, the manager/supervisor will use:

- A printed notice, using the City's notice of temporary service disruption template, posted at public entry points and key locations around the service disruption; and
- The City's website, through consultation with the Customer Service Coordinator.

If appropriate the manager/supervisor may also use:

- Voice mail messages;
- Local media, such as newspaper, radio, television, or websites, through consultation with the Customer Service Coordinator; and
- Any other method that is reasonable in the circumstances.

When providing notice of a temporary service disruption, the manager/supervisor will include:

- The reason for the disruption;
- Anticipated duration of the disruption;
- A description of alternative facilities or services, if any, that are available; and
- Their contact information.

When providing notice of a temporary service disruption, the manager/supervisor will ensure the notice is accessible to its audience. For example, if an elevator is unavailable, post a notice at each entrance at a height that will allow a person in a wheelchair to read it.