

<b>Reference/Standard:</b>  Accessibility for Ontarians with Disabilities Act 2005  Ontario Regulation 429/07	<b>Number:</b> HW.1.30	<b>Effective Date:</b> December 2009  <b>Reviewed Date:</b>  <b>Approved Date:</b> 04/11/2016
	<b>Approval:</b>  Chief Executive Officer	

## ACCESSIBILITY – NOTICE OF SERVICE DISRUPTION

### Standard Statement:

The Sioux Lookout Meno Ya Win Health Centre (SLMHC) is committed to providing accessible health care services to all individuals. Our vision, mission and values guide our strategic plan to include inclusiveness/accessibility as one of our success factors. SLMHC will strive to meet or exceed the legislative requirements of the *Ontarians with Disabilities Act 2001*, the *Accessibility for Ontarians with Disabilities Act 2005* and any subsequent legislation to achieve a fully accessible Ontario by 2025.

### Policy:

If, in order to obtain use or benefit from a providers goods or services, persons with disabilities usually use particular facilities or services of the provider, and if there is a temporary disruption in those facilities or services, in whole or in part, the provider shall give notice of the disruption to the public.

Notice should also be provided for goods and services if they are expected to be temporarily unavailable in the near future.

SLMHC shall provide notice of temporary disruptions which must include:

1. The reason for disruption
2. Anticipated duration
3. Description of alternative facilities or services, if available
4. Contact person

In the event of a temporary disruption in service, the department manager responsible for the service being disrupted shall ensure that notice is conspicuously posted at the location of the service disruption using the 'Notice of Service Disruption' form and may direct that the notice be posted in an alternate location including, but not necessarily limited to, as may be reasonable in the circumstances:

- By radio announcements (CKDR, CBC) and posted on the website for planned service interruptions or for those lasting greater than 72 hours.
- Through the local paper (Bulletin and Wawatay)
- Through the monthly newsletter

- Departments providing services through appointments will notify patients of service interruption via phone call to reschedule or notify alternative service access.
- SLMHC website.

The department manager shall notify the admitting desk at the respective location of the temporary disruption.

Service disruption may include, but not be limited to:

- Elevator failure
- Diagnostic equipment failure
- Utility failure such as water or power
- Accessible washrooms
- Amplification system