



ADMINISTRATION & HUMAN RESOURCES POLICY & PROCEDURE MANUAL

POLICY # A60

SUBJECT: Accessibility
Sub Heading: Customer Service – Service Disruption

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ISSUED BY: Accessibility Workgroup	ORIGINAL EFFECTIVE DATE: April 2010	
AUTHORIZED BY: Administrative Management Committee	DATE OF REVIEW January 2016	DATE OF REVISION:

Purpose:

To outline the process by which Stevenson provides service disruption notices.

For the purpose of this procedure, "staff" include employees, physicians, volunteers, students and all others who have a working relationship with the hospital to provide services.

Responsibility:

- All staff will communicate any situation which may cause a disruption of service for persons with disabilities to their immediate supervisor
- Physical Facilities
- Corporate Communications
- Telecommunications
- Patient Advocate
- Management Team Administration

Equipment:

- Specific to level of service disruption - see Method

Method:

When a disruption is known in advance or planned, a notice of disruption of service will be posted 2 weeks prior to disruption whenever possible. When unplanned disruption occurs a notice will be posted when disruption is identified. Notifications must include:

- Reason for and information about the disruption
- Anticipated duration
- Alternative facilities or services if available
- Contact name and number for information relating to the service interruption (link to service interruption poster).



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Interruption Level	Action (to be initiated by Manager of affected area)
<p>Level 1: Minimal interruption/delay of access, for example:</p> <ul style="list-style-type: none"> • Where other options are available (e.g. one elevator out of service when other elevators are still in service) • Computer downtime 	<ul style="list-style-type: none"> • Ask Physical Facilities to place appropriate signage within facility • Send broad notification to all staff via e-mail
<p>Level 2: Moderate disruption/delay of access, for example:</p> <ul style="list-style-type: none"> • Access point disruption <ul style="list-style-type: none"> ◦ E.g. Construction at parking lot disrupts access to parking/hospital • Short term disruptions lasting less than 7 days • Service interruption where no alternative exists (e.g. elevators) 	<ul style="list-style-type: none"> • Ask Physical Facilities to place appropriate signage within facility • Send broad notification to all staff via e-mail • Notify Corporate Communications who will determine if additional communication such as postings on external/internal websites or digital signage/paid advertising is required
<p>Level 3:</p> <p>a) Planned large scale interruption which may impede access to building/service, for example:</p> <ul style="list-style-type: none"> • Any interruption longer than 7 days (e.g. construction/ renovation/repair of facility) • Planned disruption with greater than 2 week notice (e.g. Hospital specific stat holidays) <p>b) Abrupt large term disruption of service, for example:</p> <ul style="list-style-type: none"> • Pandemic disruption all services • Telephone disruption • Epidemic/pandemic that closes specific units or the entire hospital to outside access from visitors. May include closure of outpatient services. 	<ul style="list-style-type: none"> • Ask Physical Facilities to place appropriate signage within facility • Send broad notification to all staff via e-mail • Notify Corporate Communications who will determine if additional communication such as postings on external/internal websites or digital signage/paid advertising is required • Manager of Facilities to coordinate alternative service location, if possible, with appropriate notification

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Other potential actions for any level of interruption (to be considered and implemented at the discretion of the Senior Administrator on Call):

- Notice on website
- Update of Telephone messaging system
- Notification in newspapers and broadcast media
- Use of internal TV system

Special Considerations:

References:

- [Ontario Regulation 429/07 Accessibility for Customer Service](#)