



**BOARD PROCEDURES:
F-17 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE/NOTIFICATION
OF DISRUPTION OF SERVICE**

Procedure #: F-17P/07-27

These procedures outline the practices to be followed by Board and School Staff regarding the implementation of the F-17 Accessibility Standards for Customer Service policy – Notification of Disruption of Service.

DEFINITIONS

Disruption of Service:

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of the school or board offices of Northeastern Catholic District School Board (NCDSB). Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way they can access the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems, and note-taking or TTY services.

When those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption of service is required. Generally, disruptions to all of the Board's services such as during a major storm or power outage do not require this special service. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption will be provided.

PROCEDURES

1.0 Responsibility

- 1.1 Supervisory Officers, Principals and 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.

2.0 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 or at or in board facilities. Notice of extended unavailability of services will be posted on the NCDSB website.

2.2 Notice of planned service disruptions affecting access will be provided in advance of the disruption. If the disruption is unplanned, notice will be provided as soon as possible after the disruption has been identified.

3.0 **What Must be Included in the 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.

Sample Notice

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