

<b>SANTÉ MANITOUWADGE HEALTH POLICY AND PROCEDURE MANUAL</b>	
DEPARTMENT: <b>PUBLIC PERSONELL</b>	POLICY/PROCEDURE NO.: IV-254
DISTRIBUTION: <b>Organizational</b>	DATE OF ISSUE: 08/13
SUBJECT: <b>ACCESSIBILITY – AODA- NOTICE OF DISRUPTIONS IN SERVICE</b>	REVISION DATES: 09/15., 11/16, 08/17, 6/18, 10/19

### **Disruptions in Service**

Santé Manitowadge Health (SMH) will provide our community members with a reasonable amount of notice in the event of a planned service disruption that affects access to our facilities or services (i.e. Entrances, accessible parking spaces, etc.).

In the event of an unexpected disruption of service, SMH will provide notice as soon as possible. During the disruption, we will make every effort to provide alternative accommodations that take into consideration the needs of the individual.

### **Notifying the Public of a Service Disruption**

We will take the following steps to communicate any disruptions to SMH's facilities or services.

1. When an Issue is discovered, a work order is placed.
2. Tradesperson is dispatched to assess the issue.
3. The department manager is notified and an estimate of the time it will take to fix the issue is made.
4. Notice of service disruption is posted at the site of the disruption.
5. In the case of a disruption that requires people to make alternate arrangements before coming to the hospital (disruption to accessible parking spaces, accessible entrances, elevators, etc.), notice will also be provided on our website.
6. Ongoing major services disruptions (driveways, entrances etc.) beyond one business day will be added to the township website and electronic information board at the township.
7. Updates to the notice of disruption will be made as needed and posted accordingly.
8. Once the issue is resolved and/or repair completed, the department posting the notice will remove signs and remove the notice from digital screens and/or website.

### **Notice of disruption will include the following information:**

- The nature of the disruption in service
- The reason for disruption
- The expected duration of the disruption
- A description of alternatives to service, if available
- A contact number for more information