

	Approved by: Academic Coordinating Committee
	Authorizer: Vice President Student Affairs
	Effective Date: January 1, 2012
Policy Title: Disruption of Service	

Policy Statement: In accordance with the Accessible Customer Service Standard, a regulation under the Accessibility for Ontarians with Disabilities Act, 2005, Conestoga is required to provide notification of temporary disruptions in facilities or services made available for persons with disabilities.

Scope: This policy applies to all areas of all Conestoga campuses.

Definitions:

Service disruption: A planned or unexpected interruption in facilities or services during normal hours which may have impact on access to facilities, programs, goods or services. Examples include interrupted access to roadways, elevators, parking, programs, goods and services caused by construction, maintenance or repairs, electrical or IT shut downs, service closure, washroom closure or hallway obstructions.

Planned service disruption: Disruption known at least three days' in advance with an expected duration of three hours or more.

Unplanned service disruption: Disruption without prior notification with an expected duration of three hours or more.

Notice of service disruption: A notice of disruption must contain the reason for the disruption, the anticipated duration with the start date/time and estimated restore date/time and a description of alternate facilities or services, if available.

Policy: Conestoga recognizes that persons with disabilities often make special arrangements in order to access programs, goods and services (for example, accessible transit, attendant care services, interpreters etc.). Conestoga will provide notices of service disruptions when any facility, technology or service that a person with a disability usually uses to access programs, goods and services is temporarily unavailable or is expected to be temporarily unavailable in the near future.

Temporary disruptions in services and facilities may occur due to reasons that may or may not be within the institution's control or knowledge. Conestoga will provide prior notice of planned disruptions. In the case of unplanned service disruptions, Conestoga will make reasonable effort to provide timely notice, recognizing that in some circumstances, such as in the situation of unplanned temporary disruptions, advance notice will not be possible.

General emergency closures do not require a disruption of service notice, but shall be posted to the corporate website.

References:

Disruption of Service Procedure for Conestoga College, 2012
Accessibility for Persons with Disabilities – Customer Service Policy, 2010
Guide to the Accessibility Standards for Customer Service, 2007
Accessibility for Ontarians with Disabilities Act, 2005

Revision Log:

Revision Date	Summary of Changes
January 1 2012	Academic Coordinating Committee