



DISRUPTION OF SERVICES PROCEDURE

Approved by: Academic Coordinating Committee

Authorizer: Vice-President, Student Affairs

Reference Code: SA13V2

Effective Date: January 2012

PROCEDURE STATEMENT:

In accordance with the Accessible Customer Service Standard (2007), 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 procedure 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 informing individuals about the specifics of the disruption (both on-site and on the College's website and online feeds). The notice must contain the reason for the disruption, the anticipated duration with the start date/time and estimated restore date/time if known, a contact for further information and a description of alternate facilities or services, if available. Corporate Communications will have regular reminders on the Employee's Monday Notice Board regarding the need to report disruptions.

Online Service Form: An online form process implemented to provide the online posting of disruptions on Conestoga's website. The online postings notify students, staff and the public of the pertinent information regarding specific disruptions.

Manager: The manager responsible for the service.

RESPONSIBILITIES

Directors, Managers, Chairs(or designates) are required to complete an Online Service Form that includes the necessary information on the category and nature of the disruption along with anticipated duration with start date/time and estimated restore date/time if known, should there be a notable disruption of service in their area. If the end date for the disruption is not known at the time of completing the Online Service Form, Corporate Communications must be notified immediately when the disruption is over.

Corporate Communications follows appropriate pathways to clarify the information contained in the form. Corporate Communications monitors notices of disruptions and ensures they are removed when resolved. Corporate Communications will make the decision regarding whether the disruption should be posted to RSS Feeds.

Manager of Student Access is responsible for alerting Disability staff and students of unplanned disruptions in service, when possible.

PROCESS FOR PLANNED AND UNPLANNED DISRUPTIONS OF SERVICE

In the event of a **planned service disruption** the manager/designate should provide a minimum of at least three days' notice. In the event of an **unplanned service disruption**, the manager/designate should provide notice as soon as reasonably possible.

For either a planned or unplanned disruption of service, the following steps must be taken:

1. The manager (or designate) will:
 - a. Post signage on-site
 - b. Signage must contain the reason, expected duration and information about alternatives, if available.
2. Provide the required information on an Online Service Form for posting on the Disruption of Service website (this is linked to the Accessibility site, the Disability Services site and online social networking feeds.)
3. The manager (or designate) ensures that physical signs are removed when the disruption is resolved.

REFERENCES:

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

REVISION LOG:

Revision Date	Summary of Changes
January 2013	Online Service Form Process