

Title	Notification of Disruption of Service	Procedure No.	5012c
Department	Business Services		
Reference(s)	Policy: Accessibility Standards for Customer Service	Effective Date	2009 Dec. 15

- 1.0 People with disabilities may rely on certain facilities, services or systems in order to access the services of the school or board offices. 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.

Disruptions to all of the Board's services, such as during a major storm or power outage, do not require this special notice.

2.0 Procedures for Notification of Disruption in Service

- 2.1 Notice will be given by posting the information at a conspicuous place at or in board facilities. Other options that may be used include posting on the board and/or school website and direct communication with users of the services.
- 2.2 If the disruption is planned, notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.
- 2.3 The notice of disruption of service must include information about the reason for disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Administered By **Program Services**

Amendment Date(s)

NOTICE

Please be aware that the following disruption of service is expected:

Site: _____

Service Affected: _____

Reason for Disruption: _____

Date and Duration of Planned Disruption: _____

Alternative Facilities/Services (if available): _____

Please accept our apologies for any inconvenience this may cause.

Thank you,

Signature

Administered By

Program Services

Amendment Date(s)

NOTICE

Please be aware that the following disruption of service has occurred:

Site: _____

Service Affected: _____

Reason for Disruption: _____

Expected Duration of Disruption: _____

Alternative Facilities/Services (if available): _____

Please accept our apologies for any inconvenience this may cause.

Thank you,

Signature

Administered By

Program Services

Amendment Date(s)