

Disruption Notice Policy

Policy Statement:

The City of Hamilton will, in advance, where possible and in a timely manner, provide notice when services are temporarily disrupted, particularly those services used by or relied upon by persons who have disabilities.

Definitions:

Disruption of service may include closure of a service or program, whether temporary or permanent and any disruption in service that would normally be considered unanticipated or unexpected. You must provide a notification of disruption of service for any location, that a person with a disability must use, in order for goods, services and programs to be accessible to them.

Examples of disruption of service can be due to one or more of the following:

- Inaccessibility to entrances
- Lack of safety when accessing an entrance
- Automatic door openers not working
- Elevating devices not working
- Lack of technical aids routinely provided by the City
- Insufficient lighting for persons with low vision
- Building maintenance
- Lack of availability of Interpreters

Responsibility:

It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton, will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:

1. Where there is any temporary disruption in services, in whole or in part, disruption notices will be posted in a timely manner, as soon as City of Hamilton staff has confirmed the disruption in service.

- 1.1 In the event of planned service disruptions, an advance notice shall be provided and posted in conspicuous locations.
 - 1.2 In the event of an unexpected disruption, notice shall be provided, as soon as possible and posted in conspicuous locations, for example, on or near the site of disruption, other obvious locations and on the City of Hamilton's web site.
2. Written notices will be posted visibly in all public areas, by using inclusive communication modes.
3. Notices of disruption will be provided through phone, e-mail or advance mail to persons with disabilities, who may be involved in community committees or working on projects and initiatives with staff, such as focus groups, consultations and advisory committees. Efforts will be made by staff to provide alternative opportunities for persons with disabilities, whose participation is negatively impacted by the disruption.
4. Notices will be posted in locations, including (but not limited to):
 - 4.1 Notices posted on the City of Hamilton website
 - 4.2 Notices can be provided in recorded telephone messages
 - 4.3 Notices, where applicable, will be provided to:
 - Information desks
 - Reception staff or front counter staff
 - Other relevant points of public contact
 - Local and regional media, where applicable
5. The notice will include:
 - 5.1 Information about the reason for the disruption in the service or program;
 - 5.2 The anticipated duration of the disruption;
 - 5.3 A description of any available alternate services. In certain circumstances consent must be received from the person with disabilities, regarding the use of alternate services and locations.
6. The City of Hamilton staff may undertake other measures to communicate and respond to disruptions in service which are in line with the spirit of the policy.