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| Procedure | Notice of Service Disruption | Procedure Number | 5.10.10.P6 |
| Refer to | Accessible Customer Service Policy Number 5.10.10 | Original | February 22 2010 |
| | | Reviewed | May 2023 |
| | | Revised | May 2023 |
| | | Next Review Date | May 2025 |
| Written by | Manager, Human Resources | Approved by | Medical Officer of Health |

The Haliburton, Kawartha Pine Ridge District Health Unit (herein referred to as “HKPR”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

HKPR is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HKPR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HKPR is committed to excellence in providing programs, services, and/or facilities to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, HKPR will provide prompt notification for any location or technology that persons with disabilities may use or access.

Notice of a service disruption will be clearly posted by the Corporate Services receptionists, in consultation with Communication Services, at public entranceways at the physical location of the service or facility disruption and on the HKPR website at www.hkpr.on.ca.

The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Communication Services may also provide local radio stations and newspapers with a notice of service or facility disruption in the form of a media release and/or advertisement.

Source documents:

Accessibility for Ontarians with Disabilities Act