

INSPIRE COMMUNITY SUPPORT SERVICES POLICY AND PROCEDURE MANUAL			
Manual	Agency	Number	<b>HR 6.5</b>
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Topic	<b>NOTICES OF TEMPORARY DISRUPTION</b>	Effective Date	September 2024
Issued by	Executive Director	Review Cycle	3 years
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**1. POLICY**

From time to time, Inspire Community Support Services may experience temporary disruptions which must be communicated to the public.

**2. PURPOSE**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Inspire Community Support Services will provide notice to the public when there is a temporary disruption in facilities or services usually used by people with disabilities. This ensures transparency and equal access to information.

**3. SCOPE**

This procedure applies to all Inspire Community Support locations, programs, and services that are accessible to the public, clients, volunteers, or employees.

**4. PROCEDURE**

**4.1 Identify the disruption**

- When a temporary disruption occurs (eg. accessible washroom closed, accessible entrance blocked), the staff member or department responsible must immediately notify management.
- A “temporary disruption” is defined as any interruption that prevents access to goods, services, or facilities normally available to persons with disabilities.

**5.2 Prepare the notice**

The notice must be clear, easy to understand, and include:

- Reason for the disruption
- Anticipated duration (start and end dates, if known)

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- Description of the facilities or services affected
- Alternative facilities, service, or options available (if applicable)
- Contact information for further inquiries

### 5.3 Post and communicate the notice

- Notices will be posted in a conspicuous place at the affected location (eg. Entrance doors, reception desk)
- Where appropriate, notices will also be posted on the Inspire Community Support Services website, social media, or communicated via phone/email to individuals who may be impacted.
- Staff providing direct services must verbally inform clients of the disruption when relevant.

### 5.4 Maintain accessibility during the disruption

Where possible, alternative arrangements will be provided (eg. Redirecting to another accessible entrance, offering virtual or off-site services).

### 5.5 Remove notice

Once the service or facility is restored, the notice must be promptly removed from all locations and platforms.

## 6. RESPONSIBILITY

- It is Managements responsibility to ensure notices are posted and communication is clear.
- It is the responsibility of frontline staff to communicate directly with clients and provide information about alternatives.
- It is the responsibility of administration to update website, social media, or other public communication channels as necessary.

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**6. MONITORING**

<b>Method</b>	<b>Frequency</b>
Internal Reporting	As required

**7. ATTACHMENTS**

N/A