



PROCEDURE

TOWNSHIP OF UXBRIDGE

SUBJECT: DISRUPTIONS IN TOWNSHIP'S SERVICES

DEPARTMENT: ALL

DATE ORIGINATED: SEPTEMBER, 2009

**REFERENCE: ONTARIO REGULATION 429/07
 Accessibility for Ontarians With Disabilities Act, 2005**

1. OVERVIEW:

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) all Ontario Municipalities with populations in excess of 10,000 are required to comply with *Accessibility Standards for Customer Service, Ontario Regulation 429/07* no later than January 1st, 2010. More specifically, the Township of Uxbridge is responsible to provide notice to the public when facilities or services upon which people with disabilities rely in order to access or use our goods and services are temporarily disrupted or will become so, in whole or in part. To this end, the Township of Uxbridge will immediately provide notification on the Township website under *Service Disruptions* and post a Notice at the affected site, if possible, as well as at a designated location at Town Hall and on the "Township Page" printed weekly in a local newspaper, whenever time allows. This Notice will provide the reason for the disruption and the description of alternative services or facilities, if any, that are available.

2. REQUIRED COMPETENCIES:

Updates to the website, posting of Notices and notification to the local newspaper can only be completed by designated staff.

3. DEFINITIONS:

“Program / Meeting Cancellation” means any established program, class, lesson, tour, workshop, open house, public/council/committee meetings that are cancelled prior to the scheduled start date/time. Participants may be registered or not.

“Service Disruption” means a Township of Uxbridge service that is disrupted and can affect the public as users of that service, i.e. facility shutdown, road closures, camp program bus cancellation and other Township services.

4. PROCEDURES:

- 4.1 Upon cancellation of a program or disruption of a service, the Manager/Supervisor responsible for the decision to do so must immediately complete the standard “Notice of Service Disruption” form located on the “**G**” Drive, “**Accessibility**” folder, of the Township’s internal computer network and email it to the Accessibility Coordinator, or designate.
- 4.2 If knowledge of the cancellation or disruption is received ahead of time, notification must be provided within a reasonable time in advance thereof.
- 4.3 When a disruption occurs unexpectedly, notification must be provided as soon as possible.
- 4.4 In the case of a program cancellation, the notification must include the program name (or other identifier), date, time, location, instructor and specific length of cancellation.
- 4.5 In the case of a service disruption, the notification must include the specific service, location, reason, if possible, and the anticipated length of the disruption.
- 4.6 The notification must include a description of the alternative facilities or services that are available, if any.
- 4.7 Once received by the Accessibility Coordinator, or designate, the completed Service Announcement shall be forwarded for immediate posting to the Township website in the “Service Disruptions” folder. The completed Service Announcement shall also be posted at the affected site(s) as well as at a designated location at Town Hall. If deemed appropriate and time

permits, the Service Announcement may also be published on the 'Township Page' in the local newspaper.

- 4.8 If a temporary service disruption of the website is planned, advance notice to the extent possible, keeping with the conditions of the service disruption procedures contained herein will be provided.
- 4.9 The Accessibility Coordinator, or designate, having taken action on the reported disruption, must advise the appropriate Senior Staff and Manager/Supervisor when the action has been completed. The Accessibility Coordinator, or designate, will also be responsible for ensuring the Notice has been removed from the website and that all Notices posted elsewhere in the Township have been removed on the appropriate end date.
- 4.10 The Manager/Supervisor in the affected area is responsible for informing all of the front-line staff for the affected area of the Service Announcement so that they may respond appropriately to any public enquiries. The Accessibility Coordinator shall determine if the Service Announcement should be further distributed within the corporation (i.e. Council, CAO, etc.).