

POLICY & PROCEDURE

Subject: Notice of Temporary Disruption in Services & Facilities - AODA	Policy NO: 100-126
Department: Administration	Original Date: 2010-01-12
Approval: President & CEO (2026-10-07)	Reviewed: Quality & Risk Manager (2026-10-07)

PURPOSE

These procedures and practices apply in situations where there is a temporary disruption in facilities and services that persons with disabilities usually use to access the West Nipissing General Hospital (WNGH) goods or services and apply to both planned and unexpected temporary disruptions.

POLICY STATEMENT

The WNGH is committed to the provision of accessible, safe and quality health care for persons with disabilities.

PROCEDURE

This policy applies to all WNGH employees, physicians, volunteers, and students.

1. On occasion some services and facilities usually used by persons with disabilities to access the WNGH goods and services may not be available due to temporary disruptions.
For example: ramps may be unavailable due to routine maintenance, ramps may be blocked because of construction, or accessible washrooms may be unavailable because of repairs.
2. The WNGH understands that people with disabilities may go to considerable effort to access goods and services. In the event that a service or facility that is usually used by people with disabilities to access the WNGH goods and services is temporarily unavailable, notice of the disruption will be provided.
3. The WNGH will provide advanced notification of a planned disruption. When a disruption occurs unexpectedly, notice will be provided as soon as reasonably possible. The Plant Maintenance Manager is responsible for facility-related disruptions and the Senior Manager or designate is responsible for direct client service related disruptions.
4. Notices will contain the following information: the reason for the disruption; its expected duration; and alternative facilities or services, if available. Notices will be provided in accessible formats and with communication supports upon request.
5. The WNGH may provide notice of the disruption by posting information in a conspicuous place on the premises owned or operated by the WNGH, on the WNGH website, or by other methods that are reasonable in the circumstances.
6. All notices will be in both official languages.
7. Staff responsible for the facility or service experiencing the disruption or their delegate will:
 - Determine the reasons for the disruption,

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- Determine the expected duration of the disruption,
 - Identify alternative services or facilities, if any, that may be used to access the WNGH goods and services,
 - Provide notice of the disruption in an appropriate format and location,
 - Provide notice of unexpected disruptions as soon as reasonably possible, and
 - Determine when notice of planned disruptions will be provided.
8. These procedures and practices will be reviewed regularly and in accordance with legislative requirements.
 9. WNGH will ensure that information about temporary disruptions is communicated in a manner that is accessible to persons with disabilities, including the provision of accessible formats and communication supports upon request.

REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)
- Hospital Policy no. 100.99 - Customer Service - Accessibility for Ontarians with Disabilities.
- WNGH Accessibility Plan