

Alexandra Marine and General Hospital	Effective Date: December 08, 2009
ACCESSIBILITY - CUSTOMER SERVICE STANDARDS	Review Date: December 08, 2011
Accessibility - Disruption in Service	Approved By: Director, Support Services

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Policy/Purpose

Alexandra Marine and General Hospital is committed to promoting, providing and maintaining an environment where respect, independence and dignity are demonstrated at all time to all patients equally. AMGH will provide Notice of temporary disruptions in services to ensure that accommodation and provision of services can be maintained to persons with disabilities.

Standard

- Notice to public will be provided for temporary service disruptions as soon as possible, service disruptions may include but are not limited to:
 - Elevator- out of service
 - Phone system- down time
 - Automatic sliding doors- not operating
 - Relocations/ closure of department- due to construction
- Notice will include: information about the reason for disruption, expected duration of the disruption, and description of available or alternate services.
- Notice will be made conspicuous and may be displayed at the location of the disruption, on the website, in a mailing, pamphlet or in local newspaper/ or local radio/ television

Steps and Responsibilities in the event of Temporary Disruption of Service

- Director of Support Services (or designate) must be contacted as soon as unplanned service disruption occurs
- Director of Support Services or designate will coordinate notifications, this may include- contacting area(s) affected to ensure that they notify patients that might be affected and to ensure area(s) identify to patients the alternate access or accommodation, assign staff to post notifications, post on the website / notify local paper/ television and radio and determine when notifications can be removed
- Planned events will be coordinated through the maintenance department
- A "Disruption of Service" ([Disruption in Service](#)) will be posted at the location of the disruption , and at both entrances to the facility
- If the disruption is expected to occur longer than 1 shift , notice will be posted on the hospital web site, disruptions that are expected to take longer than 1 day may also be posted in the local paper / local radio and Television
- Director of Support Services will coordinate the removal of "Disruption of Service" signs once the service is operational

References

Accessibility Act for Ontarians with Disabilities 2005

Accessibility Act for Ontarians with Disabilities Act 2005 Customer Service Standard 429/07