



SUBJECT:	Temporary Service Disruption and AODA	POLICY #:	I-B-35.00
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MANUAL	Administration	REFERENCES:	
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POLICY:

When services for which people with disabilities rely on are disrupted, the Osgoode Care Centre will provide notice appropriate to the situation. These services may include, but are not limited to, accessible entrances, planned power outages and sufficient lighting for person with low vision. The notice will include:

- Information about the reason for the disruption
- The anticipated duration
- A description of any planned actions

Each situation is unique and may require unique alternatives. Therefore notice of the temporary service disruption will be prominent in the home (e.g. notice at the front door) and provided in the most appropriate medium (signage, notice through Cliniconex automated messaging system)

REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005

O. Reg. 429/07 Accessibility Standards for Customer Service

<https://www.ontario.ca/laws/regulation/070429#BK4>