



Notice of Service Disruption Procedures

The following procedures must be observed by all KFOC employees/volunteers.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) provides that all customers/stakeholders with disabilities shall be advised in advance of a planned disruption in services, and as soon as is reasonably possible in the event of an unplanned disruption in services. Such notification must include:

- *The goods or services that are disrupted or unavailable*
- *The reason for the disruption*
- *The anticipated duration*
- *A description of alternative services or options (as appropriate)*

In the event of a planned or unplanned disruption in services, please follow the protocol noted below:

1. In the event of a planned disruption, notification must be made at least **2 weeks in advance** of said disruption.
2. In the event of an unplanned disruption, notification must be made **as soon as is reasonably possible**.
3. Staff/Volunteers must use good judgment in discerning the **best method of notification** which can include:
 - a. Posting a “disruption of service notification” on the front door of the building/office (or in another accessible area).
 - b. Posting a notification in the vicinity of the disruption.
 - c. Posting a notification on the Foundation’s web site.
 - d. Phoning customers/stakeholders as appropriate.
 - e. Leaving a message on the mail phone line.
 - f. Using any other means that are reasonable under the circumstances to advise customers/stakeholders.
4. Staff/Volunteers are encouraged to “think outside of the box” to find reasonable and accommodating solutions to assist customers/stakeholders with disabilities to access our goods and services.

It is important to remember that all customers/stakeholders with disabilities must be treated with and afforded their dignity, independence, integration and equal opportunity. KFOC staff/volunteers must make all reasonable efforts to ensure that this is maintained.