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| Customer Service: Accessibility Standard for Customer Service Policy - Notification of Disruption of Service | Approved by Board on December 13, 2011 | October 2011 | Page 1 of 1 |
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Principle:

Notification of disruption of service.

Policy:

Geneva Centre for Autism is committed to ensure that all clients, parents and the general public are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

Procedure:

- Notice may be given by posting the information at a conspicuous place at Geneva Centre sites. Other options that may be used include: posting on the website; through direct communication with users of the services in accordance with the centre's practices.
- If the disruption is planned, notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.

Communication:

The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.