

CANADIAN MENTAL HEALTH ASSOCIATION, MUSKOKA-PARRY SOUND BRANCH

AGENCY: POLICIES AND PROCEDURES

APPROVED BY: D. Brown-Demarco

NUMBER: IX - 30

DATE: December 2011, r-Sept 2016

SUBJECT: Notice of Disruptions

POLICY

CMHA will ensure that any disruption in services normally provided to people with disabilities are communicated to those affected individuals as soon as is reasonably possible.

PROCEDURE

Alternative means of providing service during disruptions will be made available where reasonably possible.

Notice of disruptions in service will be provided when facilities or services are temporarily unavailable or are expected to be unavailable in the near future, including alternatives.

The office administrative assistant will provide notice when facilities or services are unavailable due to a planned or unplanned interruption.

The notice will include the following:

- reasons for the disruption
- information about how long service is expected to be disrupted
- a description of alternative services or facilities if they are available
- conspicuous posting where people with disabilities can easily access the information such as:
 - on the door to the premises
 - on bulletin boards throughout the building
 - on the website
- alternative ways to access the service

Example of a notice of disruption

Sign-language interpretation is not available today because Judy is absent due to illness.

She will return on DD/MM/YYYY.

In the meantime, Sandra will take notes. Please let her know how she can assist you.