



Notification of Service Disruption for People with Disabilities Procedure

1. Purpose

In accordance with the Accessible Customer Service Standard, a regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, Mohawk College is required to provide notification of temporary disruptions in facilities or services made available for persons with disabilities.

2. Scope

This applies to all campuses and areas of the College with the exception of the Institute of Applied Health Services (IAHS) which is covered by McMaster University.

3. Definitions

"Service disruption" is a planned or unexpected interruption in the facilities or services.

"Planned service disruption" is a disruption known at least three days in advance.

"Unplanned service disruption" is a disruption without prior notification.

4. Responsibility

- 4.1. Mohawk College recognizes that persons with disabilities often make special arrangements in order to access goods and services (for example, they may book accessible transit, or arrange for someone to drive them to and/or from the College.) The College will provide notice of service disruptions when any facility, technology, or service that a person with a disability usually uses to access services is temporarily unavailable, or is expected to be temporarily unavailable in the near future.

Temporary disruptions in services and facilities may occur due to reasons that may or may not be within the College's control or knowledge. The College will provide prior notice of planned disruptions. In the case of unplanned service disruptions, the College will make reasonable effort to provide timely notice, recognizing that in some circumstances, such as in the situation of unplanned temporary disruptions, advanced notice will not be possible.

- 4.2. Security is to be notified of any disruption to the physical accessibility services or facilities. Security will give accessibility-related requests priority attention.
- 4.3. Administrators are expected to report disruptions to services in their areas. Faculty, staff, students and visitors may also inform the College about service disruptions.

5. Information to be included in notice

The College will make reasonable efforts to provide notice of the disruption to the public, including:

1. Information about the reason for the disruption,
2. Its anticipated duration,
3. A description of alternative facilities or services, if any, that may be available.

6. Manner of Notification

When temporary disruptions occur to the College's service or facilities, the College will provide notice in the most effective way possible which could include:

1. www.mohawkcollege.ca/accessibility (email accessibility@mohawkcollege.ca to have information posted)
2. MOCOmotion
3. eLearn
4. SAM (Security Alert Messenger)
5. Post in visible places
6. Departmental websites

7. Any other method that may be reasonable under the circumstances (i.e. email or LCD screens) as soon as reasonably possible
8. Departments will inform Security, who will then inform the necessary individuals (i.e. Accessibility Project Manager, Director of Accessible Learning Services, Facilities, etc.).

7. Protocol

7.1. Planned Service Disruption

In the event of a planned service disruption, the following steps must be taken as early as possible or at least two (2) days prior to the disruption:

- a. Post signage on-site
- b. Post a notice on the website (email accessibility@mohawkcollege.ca to have information posted)
- c. Provide notice on www.mohawkcollege.ca/accessibility or other means deemed appropriate for the situation
- d. Inform Security, who will then inform the necessary individuals (i.e. Accessibility Project Manager, Director of Accessible Learning Services, Facilities, etc.)

7.2. Unplanned Service Disruption

In the event of an unexpected temporary disruption in service, the following steps must be taken:

- a. Post signage on-site, as soon as possible
- b. Post a notice on the website www.mohawkcollege.ca/accessibility (email accessibility@mohawkcollege.ca to have information posted)
- c. Provide other means deemed appropriate for the situation
- d. Inform Security, who will then inform the necessary individuals (i.e. Accessibility Project Manager, Director of Accessible Learning Services, Facilities, etc.)

8. Notification Contacts

- 8.1. Building Maintenance (floors, walls, ceilings, doors, locksmithing, white/cork boards, roofing, refuse), Grounds Operations (grass maintenance, landscaping, refuse / litter control, sidewalk / parking lot / roadway maintenance, snow / ice maintenance), Housekeeping Operations (building cleanliness, recycling and refuse)
- Contact: Manager, Building Maintenance, Grounds & Housekeeping Operations x 2279,
 - CC: Security (emergencies only) x 2003, security@mohawkcollege.ca
- 8.2. Electrical / Mechanical, Lights, Air Circulation, Heating, Cooling & Plumbing
- Contact: Manager, Mechanical & Electrical x 2269,
 - CC: Security (emergencies only) x 2003, security@mohawkcollege.ca
- 8.3. Elevators & Garavanta Lifts
- Contact: Security x 2003, security@mohawkcollege.ca
 - CC: Chief Building Facility Officer, Building and Facilities x 2243,
 - CC: Manager, Mechanical & Electrical x 2269,
- 8.4. Furniture and Classroom/Facilities Planning
- Contact: Planning Officer x 3397,
 - Contact: Technologist-Facilities Planning x 3868,

9. Resources

Accessibility (AODA) Policy

Elevator Failure Disruption Process



Notice of Temporary Service Disruption

We apologize for any inconvenience this may have caused you.

Service has been disrupted because:

Service is expected to resume:

The closest alternative service is located:

Posted by:

Posted on:

For additional information please contact: