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| Huron Perth Healthcare Alliance | |
| Patient Care | Original Issue Date: March 12, 2010 |
| Accessibility - Service Disruption Notifications | Review/Effective Date: March 26, 2010 |
| Approved By: Chief Executive Officer | Next Review Date: October 05, 2012 |

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Policy Statement:

Through accessibility planning and with the guidance of the Accessibility Committee, the Huron Perth Healthcare Alliance (HPHA) will strategically identify, remove and prevent as many barriers as possible for those persons with disabilities. The HPHA is committed to the continual improvement of access for all those with disabilities, and will welcome all persons to our hospitals by providing access to goods and services that respect the independence, dignity, integration and equal opportunity of persons with disabilities.

Objective:

Provide notice appropriate to the situation when services on which people with disabilities rely are temporarily disrupted. These services may include, but are not limited to, accessible entrances, the use of elevating devices, and sufficient lighting for persons with low vision.

Procedure:

Ensure notices are conspicuous and are provided in the most appropriate medium for the service disruption (i.e. displayed at the location of the disruption).

Service disruption notices will include:

- information about the reason for the disruption,
- the anticipated duration,
- a description of any available alternate services.

Recognize each situation is unique and may require unique alternatives.

When a disruption is known in advance or planned, a notice of disruption of service will be posted 2 weeks prior to disruption whenever possible. Notifications must include:

- Reason for and information about the disruption
- Anticipated duration
- Alternative facilities or services if available
- Contact name and number for information relating to the service interruption

| Interruption Level | Action (to be initiated by Manager of affected area) |
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| Level 1 : Minimal interruption/delay of access, for example: <ul style="list-style-type: none"> ● Where other options are available (e.g. one elevator out of service when other elevators are still in service) ● Computer downtime | <ul style="list-style-type: none"> ● Notify Facilities Management to place appropriate signage within facility ● Send broad notification to all staff via e-mail ● Notify Volunteer Services if volunteer assistance is required |
| Level 2 : Moderate disruption/delay of access, for example: <ul style="list-style-type: none"> ● Access point disruption <ul style="list-style-type: none"> ○ e.g. Construction at parking lot entrance disrupts access to parking lot ● Short term disruptions lasting less than 7 days ● Service interruption where no alternative exists (e.g. elevator connecting the Lab to main lobby) | <ul style="list-style-type: none"> ● Notify Facilities Management to place appropriate signage within facility ● Send broad notification to all staff via e-mail ● Notify Volunteer Services if volunteer assistance is required ● Notify Manager Peri-Operative Services if additional porter resources to help transport patients/visitors to alternative entrances/resources are required ● Notify Senior Administrator who will determine if additional communication such as postings on external/internal websites or digital signage/paid advertising is required |
| Level 3: | <ul style="list-style-type: none"> ● Notify Facilities Management to place appropriate signage |

a) Planned large scale interruption which may impede access to building/service, for example:

- Any interruption longer than 7 days (e.g. construction/ renovation/repair of facility)
- Planned disruption with greater than 2 week notice (e.g. Hospital specific stat holidays)

b) Abrupt large term disruption of service, for example:

- Pandemic disruption all services
- Telephone disruption
- Epidemic/pandemic that closes specific units or the entire hospital to outside access from visitors. May include closure of outpatient services.

within facility

- Send broad notification to all staff via e-mail
- Notify Volunteer Services if volunteer assistance is required
- Notify Manager Peri-Operative Services if additional transporters to help transport patients/visitors to alternative entrances/resources are required
- Notify Senior Admin who will determine if additional communication such as postings on external/internal websites or digital signage/paid advertising is required
- Director of Facilities Management to coordinate alternative service location with appropriate notification (if possible)

Other potential actions for any level of interruption (to be considered and implemented at the discretion of the Senior Administration or the Administrator on Call):

- Notice on website
- Notice on exterior signage
- Update of Telephone messaging system
- Notification in newspapers and broadcast media
- Use of additional transporters
- Use of additional volunteers

 AW Signature

Approved by: