

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 2.05</b>
Section:	Customer Service	Issued:	Nov 1, 2012
Subject:	<b>Disruption of services</b>	Effective:	
Issue to:	All Manual Holders	Page:	1 of 3
		Replaces:	<b>Sept 15, 2011</b>
Issued by:	Greg Last	Dated:	Nov 1, 2012

## **1 POLICY**

- 1.01 Filter Solutions Inc. will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available. Filter Solutions Inc. will provide notice by posting information in visible places on our premises or on the Filter Solutions Inc. website or by any other method that may be reasonable under the circumstances.

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities know when there is a temporary disruption of service.

## **3 SCOPE**

- 3.01 This policy applies to all employees and all facilities of Filter Solutions Inc. in Ontario.

## **4 RESPONSIBILITY**

- 4.01 It is the responsibility of managers, immediate supervisors, and department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

## **5 DEFINITIONS**

None

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## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

### **Accessibility for Ontarians with Disabilities Act, 2005**

**Accessibility Standards for Customer Service**, Ontario Regulation  
429/07

## **7 PROCEDURES**

- 7.01 If a disruption in service is planned and expected, Filter Solutions Inc. should provide notice as far in advance of the disruption as possible as individuals may require considerable time to make alternative arrangements.
- 7.02 If a disruption is unexpected, Filter Solutions Inc. should provide notice as soon as possible after the disruption has been identified.
- 7.03 The notice of disruption should include information about the service that is disrupted, reason(s) for the disruption, the anticipated duration and a description of alternative facilities, services or alternate mechanisms to access the good/services. Please refer to the attached template (**SPP AP205-2**) for disruption of service notices for this purpose.
- 7.04 Depending on the nature of the disruption, notice may be given by posting the information at a conspicuous place (e.g., on or directly to the side of an elevator door or a washroom door) or in Filter Solutions Inc.'s facilities or venue area. Other options that may be use include: placing a message on voicemail, posting on the Filter Solutions Inc. website or through direct communication with users of the services in accordance with Filter Solutions Inc.'s practices.

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- 7.05 Generally, disruptions to or of an organization's services, such as during a power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, Filter Solutions Inc. should provide the notice of disruption in an appropriate manner as soon as possible.
- 7.06 From time to time Filter Solutions Inc. may not have direct control over facilities or services (e.g., one office within a building leased by many businesses). In these circumstances it is recommended that Filter Solutions Inc. endeavour to work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.

This sample is modified and customized from the Ministry of Community and Social Services Accessibility Standard for Customer Service templates.