

Updated: Dec 2015

Contractor AODA Workbook

Norfolk County

Accessible formats and communication
supports available upon request.



access
NORFOLK

Training Overview

This AODA Workbook is developed for Norfolk County Contractors. In addition to the AODA Workbook, training videos below are available for review.

Once training has been completed, the organization must complete and submit the [AODA Contractor Compliance Form](#).

Training Videos Resources

1. **Accessible Customer Service – How can I help?**
http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx
2. **General Requirements Video** -Introduction to the Integrated Accessibility Standards Regulation.
<http://www.accessforward.ca/trainingResources/general-video>
3. **Employment Video**- The Employment Standard will help employers make their workplaces more accessible to new and current employees with disabilities. Watch this video to learn more.
<http://www.accessforward.ca/trainingResources/employment-video>
4. **Information and Communications Video** - Before viewing this introductory video, consider for a moment all of the things you've done so far today that have involved communicating with others or giving or receiving information.
<http://www.accessforward.ca/trainingResources/info-video>
5. **Design of Public Spaces Video** – The Standard sets requirements for specific features of our physical environment that will make it easier for people with disabilities to move through, use and enjoy what our communities have to offer.
<http://www.accessforward.ca/trainingResources/dops-video>
6. **Transportation Video** – The Standard sets out requirements that will prevent and remove barriers to make it easier for people to travel in Ontario. <http://www.accessforward.ca/trainingResources/transportation-video>
7. **Ontario Human Rights Code – Working Together: The Code and the AODA**
<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

Legislation

Accessibility for Ontarians with Disabilities Act (AODA)

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible by 2025, by creating and enforcing accessibility standards.

These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life. Standards address key areas of daily life, such as customer service, information and communications, and employment.

Accessibility Standards

Ontario now has accessibility standards in five areas:

- customer service
- employment
- information and communications
- transportation
- design of public spaces

Accessible Customer Service Regulation (Ontario Regulation 429/07)

Accessible customer service is not about ramps or automatic door openers. It's about understanding that people with disabilities may have different needs. It can be as easy as asking "How can I help?" and making small changes to how you serve customers with disabilities.

Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)

The Integrated Accessibility Standards Regulation establishes accessibility standards and introduces requirements for Information and Communications, Employment, Transportation and the Design of Public Spaces. The Integrated Accessibility Standards Regulation also establishes the compliance framework for obligated organizations.

Commitment to Accessibility

The Corporation of Norfolk County is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

Norfolk County recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all. Norfolk County is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

A handwritten signature in black ink, appearing to read "Charlie Luke".

Charlie Luke, Mayor

A handwritten signature in black ink, appearing to read "Keith Robicheau".

Keith Robicheau, County Manager

February 17, 2015



Barriers to Accessibility

Attitudinal barriers are those that discriminate against people with disabilities.

- thinking that people with disabilities are inferior
- assuming that a person who has a speech impairment can't understand you

Information or **communications** barriers happen when a person can't easily understand information.

- print is too small to read
- websites that can't be accessed by people who are not able to use a mouse
- signs that are not clear or easily understood.

Technology barriers occur when a technology can't be modified to support various assistive devices.

- a website that doesn't support screen-reading software

Organizational barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.

- a hiring process that is not open to people with disabilities

Architectural and **physical** barriers are features of buildings or spaces that cause problems for people with disabilities.

- hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker
- doorknobs that are difficult for people with arthritis to grasp
- parking spaces that are too narrow for a driver who uses a wheelchair

Accommodation responsibilities

As a person with a disability:

- ◆ Tell your employer, union, landlord or service provider what your disability-related needs are related to your job duties, tenancy or the services being provided
- ◆ Provide supporting information about your disability-related needs, including medical or other expert opinions where needed
- ◆ Take part in looking at possible accommodation solutions.

As an employer, union, landlord or service provider:

- ◆ Accept requests for accommodation from employees, tenants, and clients in good faith
- ◆ Ask only for information that you need to provide the accommodation. For example, you would need to know that an employee's loss of vision prevents them from using printed material, but you do not need to know they have diabetes
- ◆ Take an active role in looking at accommodation solutions that meet individual needs
- ◆ Deal with accommodation requests as quickly as possible, even if it means creating a temporary solution while you develop a long-term one
- ◆ Respect the dignity of the person asking for accommodation, and keep information confidential

- ◆ Cover the costs of accommodations, including any needed medical or other expert opinion or documents.

For more information

Consult the Ontario Human Rights Commission's *Policy and Guidelines on Disability and the Duty to Accommodate, Human Rights at Work*, as well as other policies, guidelines, reports and submissions that address disability issues in the areas of education, restaurants, the *Building Code*, public transit and older persons. These are all available on the OHRC's website at www.ohrc.on.ca.

The policy and this brochure follow the rights and obligations included in the United Nations *Convention on the Rights of Persons with Disabilities (CRPD)*. For more information, visit: www.un.org/disabilities.

To file a complaint – called an application – contact the Human Rights Tribunal of Ontario at:

Toll Free: 1-866-598-0322

TTY Toll Free: 1-866-607-1240

Website: www.hrto.ca

If you need legal help, contact the Human Rights Legal Support Centre at:

Toll Free: 1-866-625-5179

TTY Toll Free: 1-866-612-8627

Website: www.hrlsc.on.ca

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Disability and Human Rights



Ontario
Human Rights Commission
Commission ontarienne des
droits de la personne

Ontario Human Rights Code

The Ontario *Human Rights Code* (the *Code*) provides for equal rights and opportunities, and freedom from discrimination. The *Code* recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.

At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” so they can do their job duties.

Customers, clients and tenants with disabilities also have the right to equal treatment and equal access to facilities and services. Examples of facilities and services are restaurants, shops, hotels and movie theatres, as well as apartment buildings, transit and other public places.

Public and private education providers must also make sure their facilities and services are accessible, and that students with disabilities are accommodated.

What is disability?

“Disability” covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental and learning disabilities,

mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions.

The *Code* protects people from discrimination because of past, present and perceived disabilities. For example, the *Code* protects a person who faces discrimination because she is a recovered alcoholic. So is a person whose condition does not limit their workplace abilities, but who is believed to be at greater risk of being able to do less in the future.

Removing barriers and designing inclusively

Persons with disabilities face many kinds of barriers every day. These can be physical, attitudinal or systemic. It is best to identify and remove barriers voluntarily instead of waiting to answer individual accommodation requests or complaints.

Identifying and removing barriers also makes good business sense. As well as meeting the needs of customers or employees with disabilities, removing barriers can also help other people, such as older persons and families with young children.

Employers, unions, landlords and service providers can start by doing an accessibility review of their facilities, services and procedures to see what barriers exist. You can then make an accessibility plan and begin to remove the barriers.

It is also helpful to create an accessibility policy and a complaints procedure. These steps will help you remove existing barriers and avoid making new ones. The best way to prevent barriers is to design inclusively. This means that when planning new facilities, renovating, buying computer systems or other equipment, launching websites, setting up policies and procedures, or offering new services, make sure your choices avoid creating new barriers for people with disabilities.

Barriers aren't just physical. Taking steps to prevent “ableism” – attitudes in society that devalue and limit the potential of persons with disabilities – will help promote respect and dignity, and help people with disabilities to fully take part in community life.

The duty to accommodate

Even when facilities and services are designed as inclusively as possible, you may still need to accommodate the individual needs of some people with disabilities. Under the *Code*, unions, landlords and service providers have a legal “duty to accommodate” persons with disabilities. The goal of accommodation is to allow people with disabilities to equally benefit from and take part in services, housing or the workplace.

Accommodation is a shared responsibility. Everyone involved, including the person asking for accommodation, should work together; exchange relevant information, and look for accommodation solutions together.

There is no set formula for accommodating people with disabilities. Even though some accommodations can benefit many people, you still need to consider individual needs each time a person asks to be accommodated. A solution for one person may not work for someone else.

Some examples of accommodations include:

- ◆ Increased flexibility in work hours or break times
- ◆ Providing reading materials in alternative formats including digitized text, Braille or large print
- ◆ Providing sign language interpreters or real time captioning for persons who are deaf, deafened or hard of hearing so they can take part in meetings
- ◆ Putting in automatic entry doors and making washrooms accessible in the workplace or the common areas of a condominium
- ◆ In some cases, changing job duties, retraining or assigning a person to another job.

Many accommodations can be made easily, and at low cost. In some cases, putting the best solution in place right away may result in “undue hardship” because of costs or health and safety factors. Even if this happens, you still have a duty to look at and take next-best steps that would not result in undue hardship. Such steps should be taken only until more ideal solutions can be put in place or phased in.



POLICY EBS-54: Accessibility Policy

Employee and Business Services

Approval Date: October 20, 2009
Approval Authority: Council, Resolution No.13, Resolution No.17
Effective Date: October 20, 2009
Revision Date/s: November 27, 2012, December 1, 2015

Purpose:

This policy is to address the accessibility requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and is intended to provide the overarching framework to guide the review and development of other Norfolk County goods, services, programs and facilities in an inclusive manner that takes into account the needs of people with disabilities.

Policy Statement:

The Corporation of Norfolk County is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

Norfolk County recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all. Norfolk County is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Definitions:

Disability: as defined in section 10 of the Ontario Human Rights Code, R.S.O. 1990 c. H.19.

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or a developmental disability;
- c. A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder; or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Assistive Devices: are used to replace, compensate for, or improve the functional abilities of people with disabilities. They include a broad range of items including mobility such as; prosthetics, wheelchairs, canes, walkers, medical such as; ventilators, respiratory equipment and sensory such as; communication aids, reading and writing devices and hearing aids.

Alternate Formats: may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Communication Supports: may include, but not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Kiosk: means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Service Animals: as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Persons: as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* shall mean any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Web Content Accessibility Guidelines (WCAG): is an international standard for making websites and web content accessible to people with a wide-range of disabilities.

General Standards

Accessibility Advisory Committee

Norfolk County has established an Accessibility Advisory Committee with a majority of members of the committee whom are persons with disabilities. The committee shall advise and assist Norfolk County Council on matters, issues and policies pertaining to accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises. The AAC shall also advise Norfolk County Council on the requirements and implementation of accessibility standards, preparation of accessibility reports, review site plans and drawings for buildings and facilities, and provide advice on policies, practices and procedures on providing goods and services to persons with disabilities.

Accessibility Planning

Norfolk County will establish, implement, maintain and document a multi-year accessibility plan in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. The multi-year accessibility plan will outline the County's strategy to prevent and remove barriers and meet the requirements of the standards developed under the *Accessibility for Ontarians with Disabilities Act, 2005*. The multi-year accessibility plan

will be reviewed and updated at least once every five years in consultation with persons with disabilities and Norfolk County's Accessibility Advisory Committee. The plan will be posted on the County's website and shall be made available in an accessible format and with communication supports, upon request.

Reference:

Norfolk County's Multi Year Accessibility Plan

Accessible Formats

Norfolk County will provide alternate formats of information that the County produces or controls upon request, in a timely manner, and at a cost that is no more than the cost charged for the original format of the information.

When it is not practicable to provide an alternate format the County will provide an explanation and a summary of the document in an accessible format. Norfolk County will notify the public about the availability of accessible formats.

Reference:

EBS-54-AOP-03 Alternate Format Documents Procedure

Communications Supports

Norfolk County will provide communication supports to members of the public, upon request.

If the County is unable to obtain the requested communication support, we will work with the individual to determine an appropriate alternative method of communication.

Norfolk County will notify the public about the availability of communication supports.

Reference:

EBS-54-AOP-03 Alternate Format Documents Procedure

Procurement

Norfolk County staff will take into account the accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-service kiosk.

When not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, staff shall provide, upon request an explanation.

References:

EBS-02 - Purchasing Policy

EBS-03 - Purchasing Procedures

Purchasing By-Law

Training

Norfolk County staff members shall be trained in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. The County will retain training records.

Feedback Process

Norfolk County will maintain a feedback process to enable members of the public to comment on the provision of goods and services to persons with disabilities.

When seeking public feedback, the County will provide accessible formats and communications supports to members of the public, upon request.

Reference:

EBS-55 - Corporate Customer Service Feedback Process

Documentation

Documentation that describes this Policy and each of its requirements shall be maintained on the County's website norfolkcounty.ca and provided to individuals, upon request, with the appropriate format or communication support.

Customer Service Standard**Assistive Devices**

County employees, volunteers and third party contractors shall accommodate the use of personal assistive devices. If a person with a disability is unable to access the County's services through the use of their own assistive devices, the County will work with the customer to determine alternate means for accessing services.

Where applicable assistive devices owned and operated by Norfolk County will be available for use by persons with disabilities. Appropriate staff within the applicable department will be knowledgeable of the presence and trained in the use of the assistive devices. Staff will be available to assist with the use of these devices if requested for use by an individual.

References:

EBS-54-AOP-04 Assistive Devices in the Workplace Procedure

EBS-54-AOP-05 Assistive Device Procedure - Power Doors

EBS-54-AOP-06 Assistive Device Procedure - CAB Lift

Service Animals

Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods or services provided by Norfolk County, unless the animal is otherwise excluded by law.

In the event that a service animal is otherwise prohibited by law from the premises, Norfolk County shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Norfolk County's goods or services.

Reference:

EBS-54-AOP-01 Service Animals in the Workplace Procedure

Support Persons

Norfolk County will allow people with disabilities to be accompanied by a support person in all County owned and operated public facilities. Norfolk County may deem it

necessary to require a support person for a person with a disability in order to protect the health and safety of that person or others on the premises. This will only occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access Norfolk County's goods or services.

Where fees for goods and services are charged, Norfolk County shall ensure that notice is given in advance about the amount, if any, that would be charged to a support person.

Reference:

EBS-54-AOP-02 Support Persons Procedure

Service Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied upon by persons with disabilities to access Norfolk County goods or services, notice of the disruption shall be provided in advance.

Notice may be given by posting the information in a conspicuous place on the premises owned or operated by the provider of goods or services, or posted on the Norfolk County website or by such other method as is reasonable under the circumstances.

Reference:

EBS-56 - Corporate Notice of Service Disruption Process

Information and Communication Standard

Websites and Web Content

Internet websites and web content controlled directly by Norfolk County or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA in accordance with the schedule set out in the Integrated Accessibility Standards Regulation, Section 14.

Public Libraries

Norfolk County Libraries will provide access to or arrange for the provision of access to accessible materials where they exist. Norfolk County Libraries will make information about the availability of accessible materials publicly available and will provide the information in accessible formats or with appropriate communication supports, upon request.

Emergency Procedures, Plans and Information

Norfolk County shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Reference:

EBS-54-AOP-03 Alternate Format Documents Procedure

Employment Standard

Accessible Workplace

Norfolk County shall establish policies, practices, and procedures that ensure the County remains an inclusive workplace for people with disabilities. These policies, practices and procedures shall:

- Ensure the recruitment process is inclusive of people with disabilities.
- Inform employees of supports available for employees with disabilities.
- Appropriately accommodate employees with disabilities in areas of:
 - Workplace emergency response information,
 - Individual accommodation plan,
 - Information needed in order to perform the employee's job; and
 - Information that is generally available to employees in the workplace
- Take into account employee accommodations in:
 - Performance management,
 - Career development and advancement, and
 - Redeployment.
- Develop and implement a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- Have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

Transportation Standard

Taxicabs

Norfolk County shall ensure owners and operators of taxicabs licensed by Norfolk County are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip and from charging a fee for the storage of mobility aids or mobility assistive devices.

The County shall ensure that taxicabs licensed by the County make available vehicle registration and identification information in an accessible format, upon request and ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab. All progress made toward meeting the need for on-demand accessible taxicabs, including any steps to be taken to meet the need, shall be included in the County's accessibility plans.

Reference:

Taxi By-Law
Tariff Card

Ride Norfolk

Norfolk County shall establish policies, practices, and procedures that ensure the County and the contracted service provider remains an inclusive conventional transportation provider. These policies, practices, and procedures shall:

- Ensure non-functioning accessibility equipment is repaired as soon as possible, and people with disabilities are accommodated.

- Take into account the technical requirements if purchasing a replacement vehicle on or after July 1, 2011.
- Appropriately accommodate people with disabilities on Ride Norfolk in the areas of:
 - Fares, fare parity, storage of mobility aids, priority seating, service disruptions, pre-boarding and on-boarding announcements (verbal, electronic), availability of information on accessible equipment, emergency preparedness and response policies, general responsibilities (deploying lift devices, ramps, safe boarding time, assistance provided, upon request, assist with storage of mobility aids or devices, allow persons to travel with medical aids), technical requirements of vehicles (grab bars, floors and carpeted surfaces, allocated mobility aid spaces, stop-requests and emergency response controls, lighting features, signage, lifting devices, steps, indicators and alarms).
 - Consultation with Norfolk County's Accessibility Advisory Committee, the public and persons with disabilities on the development of accessible design criteria in the construction of bus stops/shelters.
 - Ensure that Ride Norfolk is included in Norfolk County's Multi-Year Accessibility Plan and progress reports as well as identify the process for managing, evaluating and taking action on customer feedback.
 - Ensure that a public meeting is held annually involving persons with disabilities to ensure that they have had an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility as it relates to Ride Norfolk.

Built Environment / Design of Public Spaces

In addition to other legislative requirements (i.e. Ontario Building Code), Norfolk County shall comply with the AODA Design of Public Spaces Standard when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Obtaining services
- Maintenance of accessible elements

This policy does not apply to construction that is external to the County for which the County has provided a building permit however compliance with the AODA should be encouraged.

Norfolk County is committed to providing a universally accessible built environment at its facilities. In addition to other legislative requirements (i.e Ontario Building Code), the Norfolk County Accessibility Design Guidelines acts as a guiding standard for building and renovating County facilities.

Responsibilities:

Corporate Support Services is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- Corporate Support Services shall provide advice and direction on the implementation of this Policy.
- County Council and staff are responsible for adhering to the parameters of this policy and for ensuring the needs of people with disabilities are addressed in goods, services, programs and facilities.

Contact Information:

For more information about this policy, or questions related to accessibility at Norfolk County please contact us:

The Corporation of Norfolk County
185 Robinson Street, Suite 100, Simcoe, Ontario N3Y 5L6
Telephone: 519.426.5870 Ext. 1268
Fax: 519.427.5900
Email: accessibility@norfolkcounty.ca

References and Resources:

[Ontarians with Disability Act, 2001 \(ODA\)](#)
[Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#)
[Accessible Customer Service Standard \(Ontario Regulation 429/07\)](#)
[Integrated Accessibility Standard \(Ontario Regulation 191/11\)](#)
[Ontario Human Rights Code](#)
[Ontario Building Code](#)
[Ministry of Economic Development, Employment and Infrastructure](#)

See Also:**Related Policies and Procedures**

[HR-08 Employment Relationship and Talent Management Policy](#)
[HR-38 Emergency Procedures for Persons with Disabilities](#)
[EBS-54-AOP-01 Service Animals in the Workplace Procedure](#)
[EBS-54-AOP-02 Support Persons Procedure](#)
[EBS-54-AOP-03 Alternate Format Documents Procedure](#)
[EBS-54-AOP-04 Assistive Devices in the Workplace Procedure](#)
[EBS-54-AOP-05 Assistive Device Procedure - Power Doors](#)
[EBS-54-AOP-06 Assistive Device Procedure - CAB Lift](#)
[EBS-55 - Corporate Customer Service Feedback Process](#)
[EBS-56 - Corporate Notice of Service Disruption Process](#)
[EBS-02 - Purchasing Policy](#)
[EBS-03 - Purchasing Procedures](#)
[OHS-05 Accommodation Policy](#)

Related Forms

[FO-112 Notice of Service Disruption Form](#)

[FO-113 Corporate Customer Service Feedback/Comment Form](#)

[FO-143 Individual Emergency Workplace Response Plan](#)

[FO-175 Request for Alternate Format and Communication Supports](#)

Related By-Laws

Taxi By-Law

Purchasing By-Law

Documents

[Norfolk County Multi-Year Accessibility Plan and Annual Status Updates](#)

[Norfolk County Statement of Commitment](#)

[Norfolk County Accessibility Design Guidelines](#)



POLICY EBS-56: Corporate Notice of Service Disruption Process

Employee and Business Services

Approval Date: November 12, 2009
Approval Authority: Senior Leadership Team
Effective Date: November 12, 2009
Revision Date/s:

Purpose:

The purpose of this procedure is to establish a process and provide guidelines for providing notice to the public when there is a planned or unplanned service disruption, in compliance with the accessibility requirements of Ontario Regulation 429/07, Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

Implementation Procedure:

Norfolk County is required to provide notice for each planned or unplanned disruption that could affect the public, such as the unavailability of an assistive device, service or feature that is regularly available to enable or enhance access to services.

The notice of service disruption must include the following information:

- Description of the service disruption
- Reason for the disruption
- Anticipated duration of the disruption
- Alternate routes, facilities or services, if any, that are available
- Contact information

Notice will be given by posting the information in a visible place on the premises (on doors, at service counters, on bulletin boards, etc.), by posting on Norfolk County's website, and by such other method as is reasonable under the circumstances.

Responsibilities

Each department shall be responsible for providing notification of service disruptions for their service area.

Notice of a service disruption will be initiated by the Manager/Supervisor (or designate) responsible for the service area that is experiencing the disruption.

The Manager/Supervisor (or designate) must complete *FO-112, Notice of Service Disruption*, as soon as possible and then post the form at public entry points and key locations around the service disruption.

Should the service disruption be greater than 1 day, the completed form and/or details must be forwarded by email, as soon as possible (weekends and evenings included), to customer.serviceinfo@norfolkcounty.ca so that the *Coordinator of Special Projects and Customer Service* (or delegate) can provide notification of the service disruption on Norfolk County's website as soon as practical.

It is the responsibility of each division to determine if any other methods of communications are appropriate and required in the situation.

These methods may include phone line, voicemail and email messages, media releases, radio and television announcements, letters, door-to-door notifications, public meetings and any other method that is reasonable in the circumstance.

Whenever possible staff coordinating County services should advise the public that notification of Norfolk County's service disruptions are available on the Norfolk County website.

Examples

Examples of service disruptions include, but are not limited to:

- elevators, lifts or entrance ways out of service
- power-operated door disruptions
- accessible parking disruptions
- accessible washrooms out of service
- cancellations of programs or events
- office, facility and pool closures
- website and other technical issues (amplification systems, debit machines, etc)
- water main breaks
- sidewalk constructions
- maintenance/repairs to buildings, facilities, parks, pools, sidewalks, roads, bridges, etc.

Tips

The following are useful tips when completing and posting the Notice of Service Disruption:

- Establish an appropriate and consistent location to post the notice
- Use durable plastic poster holders or outside durable signage
- Ensure written information is presented in clear plain language
- Type information when possible
- Good colour contrast is better for readability (i.e. dark letters on a light background)
- Remember to follow department and division specific procedures

Attachment:

[FO-112 – Notice of Service Disruption Form](#)

Notice of Service Disruption

Disruption: _____

Reason: _____

This service will be unavailable from: _____

to: _____

Alternate routes, facilities or services: _____

Thank you for your understanding

For more information about this service disruption, please contact:

Name: _____

Department: _____

Telephone: _____

