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**ACCESSIBLE CUSTOMER SERVICE –  
NOTICE OF DISRUPTION**

## POLICY

CMHA is committed to being responsive to the needs of all individuals. We strive to provide quality goods and services that are accessible to all. The purpose of this policy is to establish guidelines on notification of service disruptions in providing goods and services to people with disabilities.

## PROCEDURES

CMHA will let the public know when our facilities or services people access are temporarily unavailable whether it is a planned or unplanned interruption.

### Notice of Service Disruptions:

1. If there is a temporary disruption in the availability of services and facilities used by individuals (e.g., temporary loss of elevator service), CMHA will notify the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
2. This notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises (For example common areas by the elevator, next to the elevator on the main floor), and the CMHA website (provide website address), as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.
3. If the disruption is anticipated, a reasonable amount of advance notice of the disruption will be provided. If the disruption is unexpected, notice will be provided as soon as possible.

## REFERENCE DOCUMENTS

AUTHORITY: CEO