

AODA: Customer Services and Communication

DISRUPTIONS IN SERVICE

Overview:

Fleming College is committed to increasing accessibility to our services for persons with disabilities who study, visit or work at the College. We can increase accessibility by proactively identifying and removing barriers so persons with disabilities can receive service in a respectful way.

All leaders, faculty, staff, volunteers, third party contractors and others who interact with, or provide service to members of the public, are to ensure they meet the expectations of *Fleming's Policy #3-341 – Accessibility for Persons with Disabilities*; #7-701 – *Access and Accommodation for Students with Disabilities*, and the *Accessibility Standards for Customer Services* under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

AODA Requirement:

Provide notice when there is a temporary disruption in services usually used by persons with disabilities to access goods and services. Notices must indicate:

- 1) the reason for the disruption
- 2) the expected duration
- 3) a description of alternate facilities or services, if available

At Fleming, we are committed to providing timely notice in the event of a planned or unexpected disruption in college facilities or services that may be used by persons with disabilities. These will include:

- physical facilities (e.g. elevators outages, areas designated for repairs or servicing, pathways; accessible washrooms)
- learning support services (assistive devices)
- department closures

Procedures:

Communication will be made by the following methods, and will include: 1) reason for disruption; 2) expected duration of service disruption; and, 3) a description of alternate facilities or services, if available:

- 1) Website notification
- 2) Email notification – all staff/all students
- 3) Easel notices, classroom door notices, elevator postings
- 4) Phone calls to individuals with disabilities who will be directly impacted

Timelines for communications:

- 1) **Planned Disruptions:** the notification will be provided 5 days in advance wherever possible.
- 2) **Unanticipated Disruptions:** Notification methods referenced above will be used to advise persons with disabilities about service impacts, the expected duration, and alternative services if available.