

TYPE:	Administrative
TITLE:	Accessibility - Notice of Temporary Service Disruptions
NO.:	ADMIN-249
RESPONSIBILITY:	Vice-President Academic and Students, and Vice-President Strategic Infrastructure and Campus Safety
APPROVED BY:	Durham College Leadership Team
EFFECTIVE DATE:	June 2025

1. Introduction

Durham College prioritizes inclusivity and accessibility and is dedicated to making reasonable accommodations and providing appropriate notice for disruptions to all individuals, particularly those with disabilities/exceptionalities, to ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

2. Purpose

This policy identifies where notices of temporary service disruption will be posted and what information will be included in the communications. The procedure describes the process of providing notifications of unplanned and planned service disruptions.

3. Definitions

Refer to [Durham College's Standard Definitions](#).

4. Policy statements

- 4.1. The College will provide notice of service disruptions when any facility, technology, or service that a person with a disability/exceptionality uses to access services is temporarily unavailable or is expected to be temporarily unavailable in the near future.
- 4.2. The College will provide prior notice of planned service disruptions.
- 4.3. In the event of unplanned service disruptions, the College will make reasonable efforts to provide timely notice, though advanced notice may not always be possible.

5. Procedure

5.1. A notice of temporary service disruption (planned or unplanned) will include the following:

- Reason for the disruption;
- Anticipated duration of the disruption;
- A description of alternate facilities or services, if any;
- Appropriate contact information; and
- If applicable, include definitions of commonly used terms.

5.2. Notice of temporary service disruption

5.2.1. In the case of a temporary service disruption, students, employees, and the public will be notified of disruptions in the following ways:

- A message will be posted on the College's internal and public websites; and
- Where applicable or deemed necessary, a notice will be shared through college-wide emails and social media, and information will be posted in a noticeable location.

5.3. Notice of planned service disruption

5.3.1. In the event of a planned service disruption, the College department leading the work will provide reasonable notice of any such disruption. Reasonable notice is defined as 10 business days or as soon as possible.

5.3.2. The department planning the service disruption will post notices in the impacted area(s) if applicable, share the information through their communication channels, and, where appropriate, notify Communications and Marketing and the Office of Campus Safety (OCS) to ensure the effective communication of this disruption to College community members and the public.

5.4. Notice of unplanned service disruption

5.4.1. In the event of unexpected service disruptions, the College department affected by or responsible for the disruption shall post notices in the impacted area(s) if applicable, share the information through their communication channels and where appropriate, notify Communications and Marketing and the OCS to ensure the effective communication of this disruption to College community

members and the public as soon as possible.

6. Accessibility for Ontarians with Disabilities Act considerations

This policy and procedure was developed to comply with Accessibility for Ontarians with Disabilities Act (AODA) standards. The College is committed to upholding the AODA standards as demonstrated by its Multi-Year Accessibility Plan.

7. Non-compliance implications

7.1. Failing to communicate disruptions in a timely and accessible manner could cause unnecessary barriers for individuals with disabilities/exceptionalities, impacting their ability to fully engage with programs or access essential services.

7.2. Non-compliance with the notice of disruption policy could lead to violations of the AODA regulations, which may result in legal action or fines imposed by regulatory bodies.

8. Related forms, legislation or external resources

- Accessibility for Ontarians with Disabilities Act
- Blind Persons' Rights Act
- Canadian Charter of Rights and Freedoms
- Freedom of Information and Protection of Privacy Act
- Occupational Health and Safety and Insurance Act
- Ontario Human Rights Code
- Personal Health Information Protection Act
- United Nations Convention on the Rights of Persons with Disabilities