

| | |
|-------------------------|---|
| TYPE: | Administrative |
| TITLE: | Accessibility - Notice of Temporary Service Disruptions |
| NO.: | ADMIN-249 |
| RESPONSIBILITY: | Chief Administrative Officer; Dean, Students |
| APPROVED BY: | Durham College Leadership Team |
| EFFECTIVE DATE: | May 2022 |
| REVISED DATE(S): | |
| REVIEW DATE: | May 2025 |

1. Introduction

Durham College values and actively promotes the right of all individuals including those with [disabilities/exceptionalities](#) to have an equal opportunity to experience success in their academic and/or employment endeavors with the institution. The College recognizes that persons with disabilities/exceptionalities may make special arrangements in order to access its goods and services. The College will provide notice of service disruptions when any facility, technology, or service that a person with a disability/exceptionality usually uses to access our goods and services is temporarily unavailable, or is expected to be temporarily unavailable in the near future.

2. Purpose

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, the College provides notification of temporary disruptions in facilities or services made available for persons with disabilities/exceptionalities. This policy outlines where a notice of temporary service disruption will be posted and what information shall 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 case of unplanned service disruptions, the College will make reasonable effort to provide timely notice, recognizing that in some circumstances, advanced notice will not 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 website; and
- Where applicable or deemed necessary, a notice will be shared through college-wide emails, social media and by posting the information in a conspicuous location.

5.3. Notice of planned service disruption

5.3.1. In the event of a planned service disruption (e.g. elevator repair, renovations, closure or limited access to a building, department or area-specific facility, and/or technology) 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 case 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 Office of Campus Safety (OCS) to ensure the effective communication of this disruption to College Community members and the public as soon as possible.

6. Roles and responsibilities

- 6.1. It is the responsibility of the Chief Administrative Officer to ensure this policy is fully implemented.
- 6.2. The Dean, Students, oversees the accessibility mandate and is responsible for its overall implementation.
- 6.3. It is the responsibility of Administrators to ensure the cause of the disruption is investigated and reported to the appropriate department to resume services.
- 6.4. It is the responsibility of the Facilities office to ensure the necessary steps are taken to rectify the disruption, communicate to the appropriate parties once the disruption is rectified, or to communicate any updates or delays in a timely matter.
- 6.5. Where appropriate, the OCS ensures safety and security are maintained to the extent possible during a service disruption.
- 6.6. It is the responsibility of Information Technology Services to ensure timely and effective communications for technology related service disruptions (e.g. Banner system outages) and where appropriate, enlist the support of Communications and Marketing to communicate service disruptions more broadly.
- 6.7. It is the responsibility of Communications and Marketing to ensure timely and effective communications are issued for service disruptions.

7. Accessibility for Ontarians with Disabilities Act considerations

Accessibility for Ontarians with Disabilities Act (AODA) standards have been considered in the development of this policy and procedure and it adheres to the principles outlined in the College's commitment to accessibility as demonstrated by the Accessibility Plan.

8. Non-compliance implications

- 8.1. The Ontario government established an administrative monetary penalties scheme under AODA to issue an order against a person, organization or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standards.
- 8.2. Failure to comply with applicable federal and provincial legislation may lead to legal costs arising from potential lawsuits for non-compliance. i.e. reputational and Ontario Human Rights challenges, or potential legal or other sanctions against the College.

9. 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