

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021-6
<b>Section</b>	Customer Service	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Disruption of Services</b>	<b>Page</b>	Page 1 of 3
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant		

### **POLICY**

Villa Italia Retirement Residence, in advance, where possible and in a timely manner, provide notice when services are temporarily disrupted, particularly those services used by or relied upon by persons who have disabilities.

### **GUIDING PRINCIPLES**

To ensure all persons who use goods, services and programs provided by Villa Italia Retirement Residence shall enjoy respectful access while maintaining their dignity and independence.

### **PURPOSE**

To ensure that persons with disabilities are advised of service interruptions, in a timely manner and in locations accessible to the person using the service.

### **GOALS**

To facilitate efficient, effective and respectful provision of goods, services, programs and opportunities to persons who have disabilities.

### **DEFINITIONS**

Disruption of service may include closure of a service or program whether temporary or permanent and any disruption in service that would normally be considered unanticipated or unexpected. You must provide a notification of disruption of service for any location, that a person with a disability must use in order for goods, services and programs to be accessible to them.

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Examples of disruption of service can be due to one or more of the following:

- Inaccessibility to entrances
- Lack of safety when accessing an entrance
- Automatic door openers not working
- Lack of technical aids routinely provided by Villa Italia Retirement Residence
- Insufficient lighting for persons with low vision
- Building maintenance
- Lack of availability of Interpreters
- Elevator out of order
- Washrooms out of order
- Building renovations

### RESPONSIBILITY

It is the responsibility of all management, staff, volunteers, agency workers, contractors, and consultants, working on behalf of Villa Italia Retirement Residence, to follow and carry out the procedures outlined below.

All management, staff, and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agency workers, contractors and/or consultants to work on behalf of Villa Italia Retirement Residence will ensure that they are made aware of the purpose and intent of this policy and its procedures.

### PROCEDURES

Where there is any temporary disruption in services, in whole or in part, disruption notices will be posted in a timely manner, as soon as staff has confirmed the disruption in service.

In the event of planned service disruptions, an advance notice shall be provided and posted in conspicuous locations.

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In the event of an unexpected disruption, notice shall be provided as soon as possible and posted in conspicuous locations for example, on or near the site of disruption, other obvious locations and on our website if applicable.

Written notices will be posted visibly in all public areas by using inclusive communication modes.

Efforts will be made by staff to provide alternative opportunities for persons with disabilities whose participation is negatively impacted by the disruption.

Notices will be posted in locations, including (but not limited to):

- Villa Italia Retirement Residence website
- Notices can be provided in recorded telephone messages
- Reception staff
- Other relevant points of public contact (such as elevators)

The notice will include:

- Information about the reason for the disruption in the service or program;
- The anticipated duration of the disruption;
- A description of any available alternate services. In certain circumstances consent must be received from the person with disabilities regarding the use of alternate services and locations.

Staff may undertake other measures to communicate and respond to disruptions in service which are in line with the spirit of the policy.

### FORMS

Notice of Disruption – Form # HS-FRM-090

VILLA ITALIA RETIREMENT RESIDENCE  
NOTICE OF DISRUPTION  
FORM # HS-FRM-090

**NOTICE OF  
SERVICE DISRUPTION**

Please be advised of a disruption to:

Reason for Disruption:

We expect that this service will be unavailable for the period of:

Alternative Facilities or Services:

For service accommodation or for more information, contact:

**We apologize for any inconvenience.  
Thank you.  
Management**