
Notification for Disruption of Service and Facility Access

This Policy is consistent with the equivalent corporate policy of the City of Oshawa.

1. Purpose

The purpose of this policy and procedure is to establish a system-wide approach for the notification of the disruption of Library services and facilities. The objective is to:

- ensure consistency of the notification process;
- define the notification content and reporting venues; and,
- provide documentation as required by the *Accessibility for Ontarians with Disabilities Act, (AODA) 2005, Ontario Regulation 429/07.*

2. Policy

To meet the requirements of The Accessibility Standard for Customer Service (Ontario Regulation 429/07) made under the *Accessibility for Ontarians with Disabilities Act, 2005*, this Policy has been created for Oshawa Public Libraries staff, volunteers and agents.

The Library will ensure that:

- public notice is provided when facilities or services are temporarily disrupted in whole or in part;
- notice of the disruption includes information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available; and,
- notice may be given by posting the information in a conspicuous place on the affected premises, by posting it on the website, or by such other method as is reasonable in the circumstances.

For the purposes of this policy, any reference to “staff” also applies to Library volunteers and agents.