

# CAMPBELLFORD MEMORIAL HOSPITAL

## Administration Manual

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SUBJECT:	<b>DISRUPTIONS IN SERVICE – ACCESSIBILITY</b>	NUMBER:	<b>1-160</b>
ISSUED BY:	ADMINISTRATION	DATE OF ISSUE:	MARCH 2010
ENDORSED BY:	ADMINISTRATION	REVIEWED DATE:	FEBRUARY 2016
APPROVED BY:	SENIOR LEADERSHIP TEAM	REVISED DATE:	FEBRUARY 2019

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### POLICY

Campbellford Memorial Hospital will provide notice to all customers in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will be posted at the site of the disruption, all public entrances to the facility and by any other method considered as reasonable in the circumstances such as the website and telephone message.

### PROCEDURE

1. Notice must be provided for disruptions in any location, technology, or mobility barrier (ie: elevators, doors, etc) that a person with a disability must use in order to access services at CMH.
2. Notices of temporary disruptions will be posted clearly for all persons with disabilities to view.
3. In the event of a planned disruption, a reasonable amount of advanced notice will be given.
4. For unexpected disruptions, notice will be posted as soon as it becomes known that the service is not available.
5. The notice will include:
  - a) Reason for the disruption.
  - b) Anticipated duration.
  - c) Alternate services available.
  - d) Contact information.

The posted notice shall be made available upon request.

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**REVISION HISTORY:**

Date of Origin: March 2010

Reviewed Dates: August 2013, February 2016

Revised Dates: February 2019