

Notice of Service Disruption Procedure

Objective Date:

Oak Ridges Medical Diagnostic Imaging (“ORMDI”) will make every reasonable effort to provide notice in the event of a planned or unexpected disruption in ORMDI facilities or services used by persons with disabilities.

Procedures:

Temporary service disruptions affecting the provision of ORMDI services will be communicated using the guidelines below:

- Physical facility service interruptions to washrooms, elevators, doors, entrances, corridors, stairwells, internal and external walkways, and driveways will be communicated by written notices posted at the location of the service disruption.
- Service, program, or location closures will be posted in conspicuous locations such as the public entrances at the location or any other reasonable location under the specific circumstances, and communicated by a general outgoing message on the location's voicemail (where possible).
- Notices communicating a temporary disruption to ORMDI services will be in plain language.
- All Notices of Disruption (see attached template notice) will include information about the reason for the disruption, the anticipated duration (where known), and a description of alternate facilities or services, if available.

Responsibilities:

Employees are responsible for:

- Posting written notices at the location of a physical facility service interruption site and contacting the Supervisor or designate or by calling **905-773-6861** to report the service interruptions.

NOTICE OF DISRUPTION

Date: _____

Type of Disruption: _____

Reason for Disruption: _____

Anticipated Date of Resumption of Service: _____

Alternative Facilities or Services Available: _____

(Location Address & Phone Numbers)

Contact Person: _____

Telephone Number: _____

Email Address: _____