

**OTTAWA-CARLETON LIFESKILLS (OCL)
ACCESSIBILITY PLAN and COMPLIANCE with the
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) 2005**

SUPPORTING POLICY STATEMENT and PROCEDURE # 6

SUBJECT: DISRUPTION OF SERVICES and EMERGENCIES

OCL will make every reasonable effort to provide notice as far in advance as possible in the event of a planned disruption in the facilities or services where OCL has control over such facilities or services. If a disruption is unexpected, OCL will provide notice as soon as possible after the disruption has been identified.

From time to time OCL may not have direct control over facilities or services (e.g., BHW offices are within a building complex leased by many businesses). In these circumstances OCL will work with the landlord/building management that has control over the facility/service in order to ensure a notice of temporary disruption is posted.

Upon request, this Supporting Policy Statement and Procedure is available in accessible formats and communication supports.

EMERGENCIES

In the event of an emergency OCL will respond to the emergency as the propriety and will then make every reasonable effort to provide notice in the same manner as for disruption of services.

PROCEDURES

NOTICE OF TEMPORARY DISRUPTION AND EMERGENCIES

- a) When OCL becomes aware that there will be a disruption of services, OCL will provide notice of the disruption on the OCL website, on its internal electronic system, on its premises or in any other way that is deemed appropriate. If a disruption is unexpected, OCL will provide notice at the first opportunity.
- b) Notices of disruption shall include information about the service that is disrupted, reason(s) for the disruption, the anticipated duration, and a description of alternative facilities, services or alternate means to access the good/services.
- c) Upon request, notices shall be made available in accessible formats and communication supports in a manner that effectively accommodates a person with a disability.
- d) OCL will contact any party that has control over a rented or leased facility/service in order to ensure a notice of temporary disruption is posted.

EMERGENCY PROCEDURES, PLANS OR PUBLIC SAFETY INFORMATION

Prior to an emergency, OCL will:

- a) Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency.

- b) Update its emergency procedures to ensure that they can be followed by persons with disabilities and to ensure they meet the needs of persons with disabilities.
- c) Review and update these procedures at least once every five years

In the event of an emergency or when public safety information is to be disseminated

- a) OCL management will respond to the emergency first and foremost.
- b) Once the crisis is past, OCL will then provide notice and information as applicable.
- c) Upon request, OCL will provide the information in an accessible format or communication support as soon as practicable after consulting with the person with the disability.