



Manual	HUMAN RESOURCES
Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
Sub-section	Customer Service
Subject	Notice of Service Disruption
Date of Origin	August 1, 2016
Review Dates	January 1, 2020; May 1, 2024
Revision Dates	Version 1
Approved By	COO

Objective: London X-Ray Associates will make every reasonable effort to provide notice in the event of a planned or unexpected disruption to London X-Ray Associates (LXA) facilities or services used by persons with disabilities.

Scope: This policy applies to all London X-Ray Associates Employees, students, and others who interact or work with the public or third parties on LXA's behalf in Ontario, herein referred to as "Employees".

Procedure

Temporary service disruptions affecting the provision of London X-Ray Associates 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 due to educational sessions, disease outbreak or mechanical difficulties 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 on LXA's website at www.lxa.on.ca, or by a general outgoing message on the location's voicemail (where possible).
- Notices communicating a temporary disruption to LXA services will be:
 - plain language;
 - Arial style; and
 - at least 24 font size.
- All Notices of Disruption will include information about the reason for the disruption, the anticipated duration (where known), and a description of alternate facilities or services, if available. The Notice of Disruption template is also available for download on the London X-Ray Associate's Intranet Drive.



Manual	HUMAN RESOURCES
Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
Sub-section	Customer Service
Subject	Notice of Service Disruption
Date of Origin	August 1, 2016
Review Dates	January 1, 2020; May 1, 2024
Revision Dates	Version 1
Approved By	COO

- From time to time, LXA may not have direct control over facilities or services. In these circumstances LXA will work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.

Responsibilities:

Employees are responsible for:

- posting written notices at the location of a physical facility service interruption site and contacting the Chief Operating Officer to report the service interruptions; and
- posting notices concerning service, program or clinic closures and communicating the notice to Administrative Assistant for publication on London X-Ray Associates website.

This process is available to the public, on request.

Commented [d1]: Added July 8 2016 db