

Policy: Accessible Customer Service Standards	Procedure Number: 10.5
Subject: Notice of Temporary Disruptions Procedure	Effective Date: January 1, 2010
	Revision Date:
Page: 1 of 3	

Notice of Temporary Disruptions Procedure

Purpose:

The Township of Smith-Ennismore-Lakefield is committed to establishing, implementing and maintaining a process for providing notice during temporary service disruptions, whether they were planned or unplanned disruptions.

Procedures/Practice:

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Township of Smith-Ennismore-Lakefield goods or services are temporarily unavailable or are expected in the near future to be temporarily unavailable.

1. A Notice shall be prepared which will include the following information:
 - Reason and information for disruption
 - Anticipated duration
 - Description of alternate facilities or services, if available
 - Contact Information

2. In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible. Depending on the duration of the disruption, the Township may also post the Notice on its website.

3. In the case of a scheduled disruption, the Township will post the Notice prior to the disruption at the physical location, on its website and if appropriate will advertise the disruption with local media outlets. The Notice will be posted with sufficient time to inform ratepayers.

**Sample Feedback Forms are attached hereto as Form 11.1 and 11.2 to this Policy.*



Notice

Scheduled

Service Disruption

There will be a scheduled service disruption at the _____.

The disruption will be from _____ until _____.

These disruptions include:

- _____ (repairs to doors)
- _____ (repairs to technology)

On behalf of Smith-Ennismore-Lakefield we would like to thank you for your patience in this matter.

For further information, please contact:

The Township of Smith-Ennismore-Lakefield
P.O. Box 270
Bridgenorth, ON K0L 1H0
(705) 292-9507

www.smithennismorelakefield.on.ca



Notice

Unexpected Service Disruption

There is currently an unexpected service disruption at this location.

The estimated time of the service disruption will be from _____ until _____.

These disruptions include:

- _____ (repairs to doors)
- _____ (repairs to technology)

On behalf of Smith-Ennismore-Lakefield we would like to thank you for your patience in this matter.

For further information, please contact:

The Township of Smith-Ennismore-Lakefield
P.O. Box 270
Bridgenorth, ON K0L 1H0
(705) 292-9507

www.smithennismorelakefield.on.ca