

## Topic: Accessible Customer Service Standards

### 6.2 Appendix C – Notice of Temporary Disruptions Procedure

Board Motion Number:	21.054
Date of Original Board Motion Number:	December 21, 2009
Date of Current Issue:	May 25, 2021
Date of Next Review:	2025
Attachments:	Scheduled Service Disruption Notice Unexpected Service Disruption Notice

Signature of Board Chairperson (and Date):

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#### **Purpose:**

The North Kawartha Public Library 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 for every planned or unplanned disruption that could affect people with disabilities, such as the availability of an assistive device, service or feature that is regularly available to enable or enhance access to Library goods or services. The Library will provide notice as soon as possible if any of the following services or devices are disrupted:

Accessible Entrance	Handrail
Accessible Washroom	Power Operated Door
Accessible Parking	Ramp
Sidewalk or Road Access	

(Any other assistive device, service or feature that provides access to services commonly used by people with disabilities)

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 Library may also post the Notice on its website.
3. In the case of a scheduled disruption, the Library 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.
4. In addition to Section 2 and 3 above, Notice may also be provided by any other means as deemed appropriate.
5. When providing Notice of Service Disruption, the CEO/Librarian will ensure the notice is accessible to its audience, for example at a height that will allow a person in a wheelchair to read it.

# Notice

## Scheduled Service Disruption

The following service will be temporarily unavailable: \_\_\_\_\_

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This service will be unavailable from \_\_\_\_\_ to \_\_\_\_\_

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The reason for the disruption includes:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

Alternative Services if available may be found at: \_\_\_\_\_

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On behalf of the North Kawartha Public Library  
thank you for your patience in this matter.

For further information, please contact:

North Kawartha Public Library  
P.O. Box 335, 175 Burleigh Street  
Apsley, ON K0L 1A0  
(705) 656-4333  
[www.northkawarthalibrary.com](http://www.northkawarthalibrary.com)

# 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 \_\_\_\_\_

The reason for the disruption includes:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

Alternative Services if available may be found at:

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