

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.05
Section:	Customer Service	Issued/re-issued:	Dec. 4, 2017
Subject:	Disruption of services	Effective:	January 1, 2012
Issue to:	All Employees and Customers of First Reference Inc.	Page:	1 of 3
		Replaces:	AS 2.05
Issued by:	First Reference Inc.	Dated:	Dec. 4, 2016

1 POLICY

- 1.01 First Reference Inc will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available. First Reference Inc will provide notice by posting information in visible places on our premises or on the First Reference Inc website www.firstreference.com or by any other method that may be reasonable under the circumstances.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities including employees know when there is a temporary disruption of service.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities and services of First Reference Inc in Ontario.

4 RESPONSIBILITY

- 4.01 It is the responsibility of managers, immediate supervisors, and department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

None

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards, ON. Reg. 191/11**

7 PROCEDURES

- 7.01 If a disruption in service is planned and expected, First Reference Inc will provide notice as far in advance of the disruption as possible as individuals may require considerable time to make alternative arrangements.
- 7.02 If a disruption is unexpected, First Reference Inc will provide notice as soon as possible after the disruption has been identified.
- 7.03 The notice of disruption will 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 mechanisms to access the good/services.
- 7.04 Depending on the nature of the disruption, notice may be given by posting the information at a conspicuous place (e.g., on or directly to the side of a washroom door) or in First Reference Inc's facilities or venue area. Other options that may be used include: placing a message on voicemail, posting on the First Reference Inc website or through direct communication with users of the services in accordance with First Reference Inc's practices.

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- 7.05 Generally, disruptions to or of an organization's services, such as during a power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, First Reference Inc will provide the notice of disruption in an appropriate manner as soon as possible.
- 7.06 From time to time First Reference Inc may not have direct control over facilities or services (e.g., one office within a building leased by many businesses or event facility). In these circumstances it is recommended that First Reference Inc endeavour to work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.
- 7.07 Facilities or services at First Reference that may require notice of disruption include shipping room, washrooms, first aid facilities, parking, telephones, and websites (the list is not exhaustive).
- 7.08 The assessment of the current policy is an ongoing process and will be scheduled when needed.
- 7.09 Policies governing how the organization is committed to accessibility must be reviewed at least annually or when there are changes to the law or to procedures, or when an incident or breach occurs.