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## **Disruption of Services Policy**

### **Purpose**

The purpose of this policy is to ensure that persons with disabilities know when there is a temporary disruption of service, and to provide guidance to Company Personnel about notification.

### **Policy**

The Company will make reasonable efforts to provide notice if there is a planned or unexpected disruption in our services where we have control over the disruption. The notice will include information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The Company will provide notice by posting it in visible places at our locations or on the Company website, or by any other method that may be reasonable under the circumstances.

This policy applies to all employees at all company locations in Ontario, and it is the responsibility of location managers to post notices, and ensure employees follow the guidelines in this Policy.

### **Procedures:**

If a disruption in our service is planned and expected, the Company should provide notice as far in advance of the disruption as possible to allow individuals to make alternate arrangements.

If a disruption is sudden or unanticipated, the Company should provide notice as soon as possible once the problem has been identified.

The notice of disruption should include information about what service is affected, the reason for the problem, how long it may last, and information as to alternative facilities, services or alternate mechanisms to access our products.

Posting of the disruption notice will depend on the nature of the disruption. It may be given by posting the information at a conspicuous place (at the store entrance), or near a place within the store or service has been affected. Other options that may be used include: placing a message on voicemail, or posting a notice on the company's website, or direct communication with regular customers that we believe might be affected.

Generally disruptions such as a power outage will not require a special notice. However, if any Personnel are aware that this will have a significant impact on people with disabilities, notice should be given in an appropriate manner as soon as possible.

In the event of a disruption that is beyond the control of the Company, we will try to work with the organization that controls the event, to ensure that a notice of temporary disruption is posted.