



Anishinabek Family Care
Human Resource Policy & Procedures Manual

Section 11 Accessibility for Ontarians with Disabilities	
Policy Title: Temporary Disruptions	Approval Date: July 2015; February 2020
Policy No: 11.07	Review Date: February 2020

POLICY

Dilico will provide clients with notice if there is a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

Where appropriate, this notice will be placed at all public entrances and/or on our website at www.dilico.com

PROCEDURES

1. Individuals/families using or planning to use the service at the time of the disruption are contacted by telephone, email, in person or by the most timely and effective means of communication possible.
2. A notice of service disruption is posted at the affected Dilico office and all other locations, as necessary.
3. Messages are posted on Dilico's website at www.dilico.com as necessary.
4. Notice of service disruption is communicated through Dilico's voice mail system, as necessary.
5. Notices may also be communicated by out of office email notification, as necessary.



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RELATED FORMS AND POLICIES
1. #11.01 Customer Service Standard
2. #11.02 Accessibility Plan