

## **True North Imaging**

### **Notice of Service Disruption Procedure**

**Objective Date:** True North Imaging (“TNI”) will make every reasonable effort to provide notice in the event of a planned or unexpected disruption in TNI facilities or services used by persons with disabilities.

#### **Procedures:**

Temporary service disruptions affecting the provision of TNI services will be communicated using the guidelines below:

- Physical facility service interruptions to washrooms, elevators, doors, entrances, corridors, stairwells, internal and external walkways, and driveways will be communicated by written notices posted at the location of the service disruption.
- Service, program, or location closures will be posed in conspicuous locations such as public entrances at the location or any other reasonable location under the specific circumstances, and communicated by a general outgoing message on the location’s voicemail (where possible).
- Notices communicating a temporary disruption to TNI services will be in plain language.
- All Notices of Disruption (see attached template notice) will include information about the reason for the disruption, the anticipated disruption (where known) and a description of alternate facilities or services, if available.

#### **Responsibilities:**

Employees are responsible for:

- Posting written notices at the location of a physical facility service interruption site and contacting the Supervisor or designate or by calling head office at 905-707-1777 to report the service interruptions.

Revision Date: January 23,2013

Reviewed: January 19, 2017

Reviewed: May 15, 2023

## Notice of Disruption

Date: \_\_\_\_\_

Type of Disruption; \_\_\_\_\_

Reason for Disruption: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Anticipated Date of Resumption of Service:

\_\_\_\_\_

Alternative Facilities or Services Available:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Location Address & Phone Number)

Contact Person: \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_