



CATEGORY: Human Resources POLICY NO. : DRFMC 013

SUBJECT: **Accessibility for Ontarians with Disabilities:** **Pages: 1**
Unexpected Disruption in Service

Version: 1.0

APPROVED BY: Lead Physician, Dr. Tom Tobin DATE: November 28, 2011
Clinic Operations Manager, Kevin McGuirk

UNEXPECTED DISRUPTION IN SERVICE:

In the event of a unexpected disruption in service, notice may be provided in a variety of ways and will be done with expediency. Included will be appropriate Clinic signage, strategically situated for optimum visibility. The Clinic video monitors in the lobby and the Clinic webpage will display notices of service disruption, the nature of the disruption, and a estimated time for resumption of service(s). Telephone and email services will initiate further communication to patients of the Clinic.