

SECTION 2 - ADMINISTRATION

SUBJECT – Service Disruptions

POLICY #14

APPROVED: 
Executive Director

DATE APPROVED: February 28, 2011

REVISION DATE: June 17, 2014,
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PAGE 1 OF 2

POLICY STATEMENT

Community Living Belleville and Area is committed to ensuring that the people whom we support both within our residential program and all of our other services are kept apprised of any service disruptions that might occur and where to access information on such disruptions.

PROCEDURE:

Persons Receiving Supports Within our Community Homes:

1. People who receive supports within our community homes will be notified of any service disruption by the Community Services Manager responsible for the home in which they live.
2. Two policies also guide us in how we handle potential service disruptions and emergency situations. They are:

Occupational Health and Safety, Policy #14 – Pandemic Planning

Occupational Health and Safety, Policy #15 – Emergency Preparedness
3. In addition, all disruptions in service within the organization will be either posted on the organization's Intranet as a "*Special Announcement*" or FAXed to all locations as such. Similarly, resumption of services will also be posted on the organization's Intranet and/or FAXed to all locations.

Persons Receiving Supports Within our Associate Family Program, our Out-of-Home Respite Program, and Families First:

1. The manager of the respective program will notify persons who normally receive supports from Community Living Belleville and Area of the disruption in service.
2. When normal service can resume, the manager of the respective program is responsible for notifying all persons supported within the program of the resumption of services.

SECTION 2 – ADMINISTRATION POLICY #14	SUBJECT – Service Disruptions
PAGE 2 OF 2	

3. Disruptions in service will also be posted on the organization’s web site as a special announcement and on the organization’s Intranet.

General Public, Volunteers, Community Partners:

1. In cases of service disruption that could potentially affect the general public for periods longer than two days, notices will be posted at all entrances and exits to our facilities informing them of the disruption and providing a contact number that they can access for an update on when services might resume.
2. In addition, a notice of all service disruptions will be posted on the organization’s web site and on the organization’s Intranet.
3. In cases where meetings have been scheduled in premises owned by Community Living Belleville and Area, the meeting organizer will be responsible for notifying participants of any service disruptions.

INFORMATION TECHNOLOGY (I.T.) DISRUPTIONS

1. In cases of service disruption of an I.T. nature that extend longer than two hours, the following shall be done:

- a. Contact the Program Supervisor at the Regional Office of the Ministry of Community and Social Services (Direct Line: 1-613-536-7321) to inform them of the disruption;
- b. If the disruption cannot be solved in-house, our outside I.T. consulting firm will be asked to investigate and resolve the issue; and
- c. Every effort will be made to contact management, staff and other people who might reasonably be affected by the disruption in our Information Technology.

2. When I.T. service has returned to normal, the following shall be done:

- a. Contact the Program Supervisor at the Regional Office of the Ministry of Community and Social Services (Direct Line: 1-613-536-7321) to inform them that I.T. service has resumed; and
- b. Contact management, staff and other people who might reasonably have been affected by the disruption to inform them that I.T. service has resumed.