



Disruptions in Service

Notice of disruption will include the following information:

- The nature of the disruption in service
- The reason for disruption
- The expected duration of the disruption
- A description of alternatives to service, if available
- A contact number for more information

Service Disruptions Requiring Public Notification:

- Elevator bank out-of-service where no other elevator is working in that specific area and therefore requires redirection of visitors and patients
- Walkway is closed and/or under construction causing barriers to access for individuals with disabilities
- Onsite roadway is closed and/or under construction causing barriers to access for individuals with disabilities
- Main entrance to Health Sciences North is closed and/or relocated
- Handicapped parking relocation
- Major power outage/water main breakage

Health Sciences North will provide a reasonable amount of notice in the event of a planned service disruption that affects access to our facilities or services. In the event of an unexpected disruption of service, Health Sciences North will provide notice as soon as possible. During the disruption, we will make every effort to provide alternative accommodations that take into consideration the needs of the individual.

Notifying the Public of a Service Disruption

Health Sciences North will take the following steps to communicate any significant disruption to our facilities or services.

1. Issue is discovered and work order is placed
2. Tradesperson is dispatched to assess the issue
3. The department manager is notified and an estimated time of repair is determined
4. Notice of Service Disruption is posted at the site of the disruption
5. If the disruption is in a critical location (i.e., main entrance, elevators), the Communication Department will be engaged to provide a media release in order to alert the public
6. In the case of a disruption that requires individuals to make alternate arrangements before coming to the hospital (disruption to accessible parking spaces, accessible entrances, elevators, etc.), a notice will also be provided on our website.
7. Updates to the notice of disruption will be made as needed and posted accordingly
8. Once the issue is resolved and/or repair completed, the department manager will remove the notice and contact the Communications Department to remove notice from our website and alert the media as needed.