



**Unplanned Disruptions:**

Notices will be posted as soon as the disruption occurs and, if possible, clients will be notified of the disruption by phone.

When possible, alternate means of providing service will be provided.

Disruptions at outreach or other programs sites are not under KDCHC's control. KDCHC will endeavor to provide whatever notice is feasible given the situation using the above or other solutions.

**Types of Disruption:**

Disruptions in services for the purpose of this policy may include: shut down of accessible washrooms, elevator, automatic doors or TTY machine

**Reference Documents:**

Accessibility Standards for Customer Service (Policy No. CG1104)  
Closure Due to Inclement Weather or Other Emergencies (Policy No.A0104)

**Approved By:** Eric Goldberg, Executive Director

**Date:** December 6, 2011