Brock University
Facilities Management Operating Procedure

Subject:	**Notice of Temporary Disruptions**	**Number: FMOP 1-5**
Approval:	**AVP Facilities Management**	**Issue Date: 1 Mar 10**
Responsibility:	**Customer Service Coordinator**	
Review Period:	**2 Years**	

Notice of Temporary Disruptions

Contents

1.0 Background
2.0 Purpose
3.0 Implementation
4.0 Planned Temporary Disruptions
5.0 Unplanned Temporary Disruptions
6.0 Resources
7.0 Training & Feedback
8.0 Contact Information
9.0 Limitations
10.0 References

1.0 Background. This Brock University Facilities Management Operating Procedure (BUFMOP) is intended to fulfill two key mandates with respect to the provision of notices of temporary disruption. The highest standard is that required to comply with Section 5, Notice of Temporary Disruptions, of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

1.1 The October 2004 *Update – Facilities Management Customer Service* identified the need for Facilities Management to provide "the University with advance notice of changes or disruptions in services."

1.2 The purpose of the *AODA* is to achieve accessibility for Ontarians with disabilities on or before January 1, 2025 through the development, implementation and enforcement of accessibility standards. The Accessibility Standards for Customer Service (Ontario Regulation 429/07) requires the university to establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. The University's "Provision of University Goods or Services to Persons with Disabilities Policy" outlines how the University will carry out its

responsibilities in the following areas: Use of Assistive Devices, Communication, Use of Service Animals, Use of Support Persons, Notification of Temporary Disruptions, Training, Feedback Process, and Availability and Format of Documents.

2.0 Purpose. This operating procedure communicates the practices and procedures to be utilized by Facilities Management staff to provide notification and information to the university community and the public of planned or unplanned temporary physical disruptions of building and infrastructure services that are required for accessibility to, or within, university-operated facilities at those sites that are managed daily by the Department's staff (see 9.0 Limitations). The framework has been designed to meet, or exceed, the Notice of Temporary Disruptions (Section 5) requirements of Ontario Regulation (O. Reg.) 429/07 of the *AODA*.

3.0 Implementation.

3.1 General. Brock University Facilities Management will provide notice of planned or unplanned temporary physical disruptions to the use of buildings, infrastructure, property and services under its care that would usually be used or relied on by persons with disabilities.

3.2 Notification. The cornerstone of notification is the locally produced "Disruption of Service Notification." The format and content is provided at Annex A.

3.2.1 Content. Notification will be provided as far in advance as is reasonable in the circumstances and will include:

- ☐ The reason for the disruption.
- ☐ The anticipated duration of the disruption.
- ☐ Information indentifying alternative facilities, routes, or services (if available).
- ☐ Where additional information may be obtained.

3.2.2 Methods. Notification will be displayed using signage in a conspicuous place(s) on University premises e.g. at the location of the disruption, posted on the University's web site, or other such method(s) that is/are reasonable in the circumstances (see Annexes D and E). In exceptional circumstances, this may be augmented by personnel situated at the location of the disruption e.g. Custodial Services staff and Grounds Services staff.

3.3 Responsibilities.

3.3.1 Customer Service Coordinator. The Facilities Management Customer Service Coordinator is the Department's hub for the notification and status of temporary disruptions and knowing what means and resources are being used to provide notification. Upon request, the Customer Service Coordinator will endeavour to provide the BUFMOP, or the information contained in the BUFMOP, to a person with a disability in a format that takes into account the person's disability or, with agreement, in an alternate format (see **8.3 Copies of this BUFMOP**).

3.3.2 Services Unit Directors.

3.3.2.1 Maintenance and verification of standards.

3.3.2.2 Provision of direction and resources to managers, Project Managers (in-house & contract), and supervisors for the effective application of this BUFMOP to the services provided by their unit.

3.3.2.3 Provision of direction, coordination and management for temporary disruptions that cross functional services and are beyond the capabilities of managers/project managers/supervisors.

3.3.3 Managers, Project Managers, Supervisors.

3.3.3.1 Provision of information (initial, updates, final) to the Customer Service Coordinator for the effective notification regarding the temporary disruption.

3.3.3.2 Arranging for the physical placement/removal of notices, directional signage, etc., at appropriate locations.

3.3.3.3 Briefing any personnel deployed at the location of the disruption and/or along alternate routes.

3.3.3.4 Planning, identification, coordination and communication of alternative services, routes, etc.

3.3.3.5 Notification of the Customer Service Coordinator that the temporary disruption has ended.

4.0 Planned Temporary Disruptions. The following steps are to be followed in the event of a planned temporary disruption to use of buildings, infrastructure, property or related services at the University.

4.1 If a planned temporary disruption is anticipated or required, it is the responsibility of the Facilities Management Manager/Project Manager/Supervisor of the Services Unit having functional responsibility for, or requiring, the service(s) being disrupted, to communicate the upcoming disruption to the Customer Service Coordinator, or designate, as soon as the information becomes available.

4.2 Communication, using the Disruption of Service Notification, regarding the disruption and notification to the Customer Service Coordinator, or designate, must include the following information (a template is attached as Annex A):

- ☐ Statement of Disruption: (Notification of…).
- ☐ Areas affected by disruption: (Area/Building/Level/Room Numbers).
- ☐ Anticipated duration of disruption: (Start and end dates and start and end times daily if applicable).
- ☐ Reason for the Disruption (including details of work to be performed, who will be performing the work stating contractor or in-house staff).
- ☐ Alternate facilities or services available (include mapping and posting way finding signage if applicable).
- ☐ Contact Information (Project or Line Manager contact information including name, position title, extension and email address).
- ☐ Anticipated date for notification to be removed.

4.3 Once complete information regarding the temporary disruption is received by the Customer Service Coordinator, or designate, it will then be communicated via the following methods.

4.3.1 Disruption of Service Notification will be posted on the Brock University Portal at my.brocku.ca as a bulletin. This information is available to employees and students.

4.3.2 Disruption of Service Notification will be linked to "Service Disruptions" on the university Accessibility website main page at

www.brocku.ca/accessibility

This information is available to employees, students, volunteers and the public.

4.3.3 Disruption of Service Notification will be posted on the Facilities Management website main page at:

www.brocku.ca/facilities-management under "Announcements"

This information is available to users that have internet access.

4.3.4 Disruption of Service Notification will be e-mailed to employees in the areas directly affected by the disruption along with any other key stakeholders that need to know or may need to know about the disruption e.g. Campus Security Services. In all cases, the Director of the Student Development Centre, the Manager of Services for Students with Disabilities, and the University Accessibility (AODA) Coordinator are to be sent the e-mail notification.

4.4 **Postings & Signage**. Prior to the date of the planned temporary disruption, pre-notification signage advising of the upcoming disruption will be posted in a conspicuous place on the premises in the area the disruption applies to (see Annex D for an example). This will include a copy of the Disruption of Service Notification and directional signage to alternate facilities or services if applicable. It will be the responsibility of the Facilities Management Manager/Project Manager/Supervisor of the Services Unit having functional responsibility for, or requiring, the service(s) being disrupted to arrange for the signage and to ensure the area is signed and remains signed for the duration of the disruption (see Annex D for an example). Standardized alternate route signage and mapping templates for key major disruptions including elevator access, accessible exterior entrances, way-finding routes, accessible washroom availability, etc., are to be developed and/or procured by Directors having responsibility for the provision of the service(s) (see Annex B). They are to be developed with reference to Brock University Facility Accessibility Design Standards (4.4.7 Signage) and the CNIB Clear Print Accessibility Guidelines (see **10.0 References** within this BUFMOP).

5 .0 **Unplanned Temporary Disruptions.** The following steps are to be followed in the event of an unplanned temporary disruption to use of buildings, infrastructure, property or related services at the University.

5.1 If an unplanned temporary disruption occurs, it is the responsibility of the Facilities Management Manager/Project Manager/Supervisor of the Services unit having functional responsibility for, or causing, the service(s) being disrupted, to communicate the disruption to the Customer Service Coordinator, or designate, as soon as the information becomes available.

5.2 Communication, using the Disruption of Service Notification, regarding the disruption and notification to the Customer Service Coordinator, or designate, must include the following information (a template is attached as Annex A):

- ☐ Statement of Disruption: (Notification of…).
- ☐ Areas affected by disruption: (Area/Building/Level/Room Numbers).
- ☐ Anticipated duration of disruption: (Start and end dates and start and end times daily if applicable).
- ☐ Reason for the Disruption (including details of work to be performed, who will be performing the work contractor or in-house staff).
- ☐ Alternate facilities or services available (include mapping and post way finding signage if applicable).
- ☐ Contact Information (Project or Line Manager contact information including name, position title, extension and email address).
- ☐ Anticipated date for notification to be removed.

5.3 Once complete information regarding the unplanned temporary disruption is received by the Customer Service Coordinator, or designate, it will then be communicated via the following methods.

5.3.1 Disruption of Service Notification will be posted on the Brock University Portal at my.brocku.ca as a bulletin. This information is available to employees and students.

5.3.2 Disruption of Service Notification will be linked to "Service Disruptions" on the university Accessibility website main page at

www.brocku.ca/accessibility

This information is available to employees, students, volunteers and the public.

5.3.3 Disruption of Service Notification will be posted on the Facilities Management website main page at:

www.brocku.ca/facilities-management under "Announcements"

This information is available to users that have internet access.

5.3.4 Disruption of Service Notification will be e-mailed to employees in the areas directly affected by the disruption along with any other key stakeholders that need to know or may need to know about the disruption e.g. Campus Security Services. In all cases, the Director of the Student Development Centre, the Manager of Services for Students with Disabilities, and the University Accessibility (AODA) Coordinator are to be sent the e-mail notification.

5.3.5 If the unplanned Disruption of service is due to a University wide disruption upon direction from the University ERT (Emergency Response Team) Disruption of Service Notification will also be available through the Campus Wide Emergency Notification system, Mass e-mail notification and/or mass message through the Phone Message Distribution System.

5.4 If circumstances allow, temporary signage advising of the unplanned disruption will be posted in a conspicuous place on the premises in the area the disruption applies to. This will include a copy of the Disruption of Service Notification and directional signage to alternate facilities or services if applicable. It will be the responsibility of the Facilities Management Manager/Project Manager/Supervisor of the Services unit having functional responsibility for the services being disrupted to arrange for the signage and to ensure the area is signed and remains signed for the duration of the disruption (see Annex E for an example). Standardized alternate route signage and mapping templates for key major disruptions including elevator access, accessible exterior entrances, way finding routes, accessible washroom availability, etc., to be developed and/or procured by Directors having responsibility for the provision of the service(s) (see Annex B). They are to be developed with reference to Brock University Facility Accessibility Design Standards (4.4.7 Signage) and the CNIB Clear Print Accessibility Guidelines (see **10.0 References** within this BUFMOP).

6.0 Resources.

6.1 Services, Materials & Equipment. Annex B provides a listing of resources for the procurement of physical accessibility and adaptable customized visual notification and way-finding/directional resources.

6.2 Personnel. The most effective on-the-ground notification of temporary disruption and explanation of alternatives is that provided through person-to-person contact. Where it is determined by the lead Director having responsibility that the temporary re-assignment and deployment of appropriate

staff to provide information and directional information is essential for customer service or public safety, appropriate personnel resources as described below shall be coordinated for that purpose. That determination and any provision of personnel is based on the advice or request of a Manager/Project Manager/Supervisor and follows coordination with the Director(s)/AVP from whom personnel resources are to be drawn from. Temporary re-assignment(s) will preclude the performance of principal duties.

6.2.1 **Inside Buildings.** In exceptional circumstances, as requested by a Director/Manager/Project Manager/Supervisor and on the direction of the Director of Custodial Services, Custodial Services staff (wearing high-visibility identifying vests and, as available, equipped with two-way radios) are to be available to provide 'point-duty' (i.e. providing information regarding the disruption and alternatives) at the site of the temporary disruption. A copy of the current Disruption of Service Notification notice (Annex A) is to be provided to the Custodial Services Office.

6.2.2 **Grounds (Outside Buildings).** In exceptional circumstances, as requested by a Director/Manager/Project Manager/Supervisor and on the direction of the Director of Maintenance & Operations Services, Grounds Services staff (wearing high-visibility identifying vests and, as available, equipped with two-way radios) are to be available to provide 'point-duty' (i.e. providing information regarding the disruption and alternatives) at the site of the temporary disruption. This is not intended to replace Campus Security Services staff where expertise and training in traffic control (pedestrian and vehicle) is required. A copy of the current Disruption of Service Notification notice (Annex A) is to be provided to the Manager, Grounds Services.

7.0 Training & Feedback. Facilities Management will provide an overview of these practices and procedures to Facilities Management staff annually, as a minimum, during a quarterly departmental meeting. Feedback regarding this BUFMOP and the management of specific disruptions can be provided to the Facilities Management Customer Service Coordinator at (905) 688-5550 ext 3717 or at:

facilitiesmanagement@brocku.ca

Alternatively, feedback may be provided to the University Accessibility (AODA) Coordinator using the formats outlined at "Provide Feedback – May We Help You?" at:

http://www.brocku.ca/accessibility

8.0 Contact Information and Copies of BUFMOP 1-5.

8.1 Facilities Management Customer Service Coordinator. In keeping with the principles of the 'internal responsibility system,' stakeholders are encouraged to notify Facilities Management of service disruptions within the scope of this BUFMOP.

8.1.1 Telephone: (905) 688-5550 ext 3717

8.1.2 Facsimile: (905) 688-6894

8.1.3 E-mail: facilitiesmanagement@brocku.ca

8.2 University Accessibility (AODA) Coordinator.

8.2.1 Telephone: (905) 688-5550 ext 5454

8.2.2 TTY: (905) 378-5708

8.2.3 E-mail: accessibility@brocku.ca

8.3 Copies of this BUFMOP. Facilities Management recognizes that persons with disabilities may use methods other than standard print to access information (e.g. Braille, large print, copied to CD, etc.). Facilities Management will provide the BUFMOP, or the information contained in the BUFMOP, to a person with a disability who requests it in a format that takes into account the person's disability. Alternatively, Facilities Management and the person with a disability may agree on an alternate format for the document or information.

9.0 Limitations. Brock University's Facilities Management Department endeavours to ensure that temporary disruptions to buildings, infrastructure, property and services under its care will be communicated on a timely manner. If a disruption in service is not planned and is unexpected, the employees, students, volunteers and the public of the University will be given notice as soon as possible. See Annex C for disruptions that are not under Facilities Management's control.

10.0 References.

10.1 *Accessibility for Ontarians with Disabilities Act, 2005*

www.e-laws.gov.on.ca

10.2 Accessibility Standards for Customer Service, Ontario Regulation 429/07

www.e-laws.gov.on.ca

10.3 Accessibility Standards for Customer Service – Summary of Requirements

www.mcss.gov.on.ca/NR/rdonlyres/6B812F75-88E4-4731-9BA0-7F9FE01F70BD/1898/SummaryofRequirementsJAN172008EN.pdf

10.4 Brock University Provision of University Goods or Services to Persons with Disabilities Policy

www.brocku.ca/university-secretariat/policies

10.5 Brock University Provision of University Goods or Services to Persons with Disabilities Procedures

www.brocku.ca/accessibility

10.6 Brock University Facility Accessibility Design Standards (FADS)

http://www.brocku.ca/webfm_send/236

10.7 CNIB Clear Print Accessibility Guidelines

www.brocku.ca/accessibility

10.8 Update – Facilities Management Customer Service, October 2004

Annexes

Annex A	Disruption of Service Communication
Annex B	Supplier/Contact List – Accessibility Related Supplies & Services
Annex C	Disruptions Not Under Facilities Management Control
Annex D	Example of a Posted Pre-Notification Notice
Annex E	Example of a Posted Notice During Disruption