

<b>SECTION:</b>	PUBLIC RELATIONS	<b>POLICY NUMBER:</b>	PR 05-025
<b>SUB-SECTION:</b>	Patient/Community Relations	<b>EFFECTIVE DATE:</b>	2009-12-03
<b>SUBJECT:</b>	Disruption of Services	<b>LAST REVISION DATE:</b>	2024-02-01

### **POLICY:**

1. Cornwall Community Hospital is committed to providing exceptional and accessible service for all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and clients. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from services provided by and on behalf of the organization.
  
2. Cornwall Community Hospital is cognizant that the operation of its services and facilities is important to the public; however, temporary disruptions may occur due to reasons that may or may not be within the Hospital's control or knowledge. The Hospital will make reasonable efforts to provide timely notice to the public of planned service or facility disruptions, including information about the reason for the disruption.

### **PROCEDURE:**

The Corporate and Public Communications Department will:

- Provide notice of planned service/facility disruptions in any of the following manners, as deemed most effective: post notices in visible places on the premises, on the hospital website, via newspaper and/or radio advertisement, or via social media.
- Include in the notice information on alternate arrangements, if available/applicable.

In collaboration with Corporate Communications, the Facilities Department will:

- Provide notice of disruption of service within Hospital to staff, patients and others as appropriate, as it pertains to any changes to the delivery or availability of programs, services or the facilities.

<b>APPENDICES:</b>	
<b>REFERENCE DOCUMENTS:</b>	<ul style="list-style-type: none"> <li>• <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i></li> <li>• <i>Ontarians with Disabilities Act, (ODA)</i></li> <li>• CCH Policy No. CM 05-075 - Public Communications</li> </ul>
<b>REPEALED POLICIES:</b>	

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<b>APPROVAL PROCESS:</b>	Accessibility Committee – 2024-01-24 Senior Administration Team – 2024-02-01 – procedure amendment Governance Committee – 2019-08-16 Board of Directors – 2019-09-19	
<b>APPROVAL SIGNATURE:</b>		Jeanette Despatie Chief Executive Officer

*Version française disponible sous l’objet “Perturbation des services”*

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