



Temporary Disruption of Services or Public Notices

Knowledge First Financial is an accountable and transparent organization that believes that its employees and customers should be made aware of the disruption of services. It is important for Knowledge First Financial to inform the public about service disruptions as soon as possible.

Purpose

These guidelines set out the minimum notice requirements, a list of matters for which public notice is required, the form and the manner in which notice is to be given, with the minimum time for providing such notice.

Guidelines

When Knowledge First is made aware in advance about a coming disruption, such as elevator maintenance etc. Knowledge First Financial will provide the public advance notice as well.

When the disruption is unexpected, like a technological glitch with captioning equipment, the provider should let the public know as soon as possible.

Application

Where Knowledge First is required to give Public, the notice shall be given in a form and manner and at times indicated in this policy unless;

The Act, another statute, or a regulation prescribes or permits otherwise;

The requirements of notice are prescribed in another policy or resolution;

This policy sets out the minimum requirement; nothing in this policy shall prevent the use of more comprehensive methods of Public Notice or for providing for a longer Public Notice period.

If a matter arises, which in the opinion of the Chief Executive Officer, in consultation with the Human Resources, is considered to be of an urgent or time sensitive nature the Public Notice requirements of this policy may be waived and Knowledge First Financial shall make best efforts to provide as much notice as is reasonable under the circumstances.

Content of Public Notices

Notice to the Public shall be provided for a variety of reasons as there are different kinds of services might be temporarily unavailable, including:

- Scheduled maintenance on structural features, such as:

- Accessible parking spaces
 - Ramps
- Unexpected events, such as:
 - An out-of-order accessible washroom
 - A broken elevator or lift
- Technical difficulties, such as with:
 - Captioning equipment
 - TTY technology
 - Hardware for making alternate formats, like photo-copiers
 - Software, like screen readers or speech recognition programs
 - Systems for broadcasting audio or visual announcements
- Staff shortages, such as the absence of:
 - An interpreter

Any public notices that are posted must include:

- What the disrupted service is
- The reason for the disruption
- How long the disruption will last
- Alternate methods of service

Enhancing Participatory Opportunities

- Where possible, Public Notice to the public shall be written in plain language and in an accessible manner. Public Notice shall incorporate the following strategies to enhance participatory opportunities for the public.
- Ability to scan for information: Make use of short sentences and paragraphs, and headers.
- Ease of reading: Use simple sentence structure and grammar.
- Use simple everyday words instead of technical jargon. Use active voice rather than passive voice.
- Target audiences: Anticipate their interests and address potential enquiries.
- Images: Use images especially if it helps readers understand the message.