

Health Professions Regulatory Advisory Council

55 St. Clair Avenue West
Suite 806 Box 18
Toronto, Ontario M4V 2Y7

Toll-Free: 1-888-377-7746
Telephone: 416-326-1550.
Fax: 416-326-1549

Accessibility Standards for Customer Service

Notice of Temporary Service Disruptions

The Health Professions Regulatory Advisory Council (HPRAC) is committed to meeting the Accessibility Standards for Customer Service (Ontario Regulation 429/07) under the *Accessibility for Ontarians with Disability Act, 2005*. Ontario Regulation 429/07 prescribes providing the public with a notice on the steps to be taken in connection with a temporary service disruption.

HPRAC is committed to providing quality service to all of our stakeholders. HPRAC will ensure that our employees are trained on accessible customer service, provide a response process and develop a service disruption plan. HPRAC will provide the public with a notice on the steps to be taken in connection with a temporary service or facilities disruption.

HPRAC Internet Site

Steps to be taken:

When an internet service (access to business I&IT systems and e-mail) is not available:

- HPRAC will post the temporary service disruption notice on Council's internet site.

When the internet is not available, i.e., when the web page or web server cannot be accessed:

- Please note that this situation cannot be resolved until service is restored. Anyone attempting to access the page will see a standard 'server not found' message on the interruption from the user's internet browser.

HPRAC Office

Steps to be taken:

- In support of the Ontario Public Service Customer Service Policy HPRAC will ensure that temporary facilities disruption notices are posted at the site of the disruption and conspicuous places on HPRAC premises.
- Where appropriate, HPRAC will post notices of such disruptions on its [Accessibility webpage](#).

- All notices will be bilingual and include information about the reason for the disruption, how long the disruption is expected to last and a description of alternate facilities, if any.
- Building security will convey the message to those who do not see or understand the notice.
- Contact will be made by phone or e-mail to those scheduled for an appointment.

HPRAC will make reasonable efforts to provide notice when facilities or services are temporarily disrupted.