Procedure Title:	Maintenance and Service Disruption Notification of Accessible Elements
Procedure ID:	OP #3-341B
Manual Classification:	Section 3 – Human Resources
Linked to Policy:	#3-341 Accessibility for Persons with Disabilities
Approved by Senior Management Team (SMT):	December 17, 2025
Effective Date:	December 19, 2025
Next Review Date:	December 2028
Contact for Procedure Interpretation:	Vice President, OEHR; Director, Diversity, Equity & Inclusion and Organizational Effectiveness

1.0 – Purpose

Fleming College is committed to building an inclusive and accessible learning and working environment that promotes the rights of all persons with disabilities as mandated by in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA, 2005), and all related Accessibility Standards Regulations. This procedure also outlines principles in College Policy #3-341 Accessibility for Persons with Disabilities.

In accordance with the Integrated Accessibility Standard Regulation 191/11 (IASR), Fleming College shall ensure the Multi-year Accessibility Plan includes procedures to address:

1. Preventative and emergency maintenance of accessible elements in its public spaces (s 80.44).
2. The timely notice in the event of a planned or unplanned service disruption in college facilities, goods, or services that may be used by persons with disabilities (s 80.48). These will include:

    a. Physical facilities such as power door openers to public entrances, outages to elevators, ramps, sidewalks, pathways, barrier-free parking stalls, or accessible washrooms

    b. Departmental closures (e.g. Accessible Education Services)

    c. Power outages or external emergencies

    d. Areas designated for repairs or servicing

2.0 – Definitions and Acronyms

Accessible element: An *element specified by policy, guidelines, and/or design standards* (for example adult change table, automatic door, etc.)[1]

Element: An architectural or mechanical component of a building, facility, space or site (e.g. telephone, curb ramp, door, drinking fountain, seating or water closet). [1]

Service disruption: A planned or unplanned interruption in the facilities or services.

Planned service disruption: Disruption known at least three days in advance.

Unplanned service disruption: Disruption without prior notification or unexpected.

FSS: Facilities, Services and Support.

ITS: Information Technology Services.

AODA: Accessibility for Ontarians with Disabilities Act.

IASR: Integrated Accessibility Standard Regulation 191/11.

College Community: Any person who studies, teaches, conducts research at or works at, or under, the auspices of the College and includes without limitation, employees or contractors; appointees (including volunteer board members); students; visitors; and any other person while they are acting on behalf of, or at the request of the College.

3.0 – Guiding Principles

Fleming College is committed to maintaining accessible elements in public spaces in a manner that ensures safety, dignity, and equitable use for all community members. The College will proactively monitor, repair, and communicate disruptions to accessible features, recognizing that ongoing maintenance is essential to barrier-free participation.

Must align with IASR requirements to ensure timely, transparent communication, while integrating with other existing college plans (e.g. College's Business Continuity Plan) to safeguard equitable access and minimize disruption for all students and staff.

Information on disruptions is crucial for persons with disabilities when planning accessible routes. This information assists with:

- Avoiding unexpected barriers: Disruptions by outages of accessible elements like elevators, out-of-order accessible washrooms, or blocked ramps can create

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[1] Adapted from the Facility Accessibility Design Standards for the University of Toronto s. 2.0, Facility Accessibility Design Standards for OCAD University s. 2.0.

serious obstacles. Advance notice allows people to plan alternative routes.

- Emergency preparedness: In case of sudden closures or technical failures, timely updates help persons with disabilities make informed decisions about their safety and mobility in public spaces.

- Ensuring access to essential services: If College services or supports are temporarily unavailable, persons with disabilities need to know so they can seek alternatives.

- Reducing Stress & Uncertainty: Knowing about disruptions ahead of time prevents frustration and ensures accessible experiences in public spaces.

4.0 – Operating Procedure

4.1 Preventative and Emergency Maintenance Procedures

The FSS team, responsible for maintaining accessible elements in Fleming College's public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.

To the extent possible, notification of work regarding any planned service disruption to accessible elements due to maintenance or repairs impacting College community's accessibility will be posted in advance, using information and methods described in s 4.5 and 4.6.

Initial email notifications will use the blue or "Scheduled Maintenance" banner of the Notification Colour Legend, and any subsequent updates will use the black "Information Update" banner (see Figure 1).

FSS personnel will inspect applicable accessible elements that are available for use by the public regularly. Any elements found to have defects or need maintenance will be identified so they can be addressed. The Facilities Services and Support Work Order Request System (Ebase) may be used to request **routine facility maintenance and general services** across Fleming College campuses.

Disruptions in services, facilities, and accessible elements may occur due to reasons that may or may not be within the College's control or knowledge. In the case of unplanned service disruptions, the College will make reasonable effort to provide timely notice, recognizing that in some circumstances advanced notice will not be possible.

4.2 Planned Service Disruption Procedures

In the event of a planned service disruption, the following steps must be taken at least three (3) days prior to the disruption:

a) Post temporary signage on-site per s 4.6 a)

b) Email notifications s 4.6 b):

    i. Will be disseminated to the college community utilizing list-servs by Facilities or Vice President, Information Technology. Circumstances may require specialized messaging. When appropriate, the Director, Communications may provide feedback and support for notifications.

    ii. Must use the Notification Colour Legend (Figure 1) to identify the type and status of the disruption (see Appendix for examples). When appropriate, updates ("Information Update" banner) will be disseminated in this manner.

c) Notifications per s 4.6 c), d), e), and f) as appropriate.

4.3 Unplanned Service Disruption Procedures

In the event of an unexpected temporary disruption in service, the following steps must be taken as early as possible:

a) Post temporary signage on-site per s 4.6 a)

b) Depending on the urgency and time-sensitive notifications, Facilities or Vice President, Information Technology may distribute email notifications to the appropriate list-servs directly.

    Email notifications s 4.6 b):

    i) Will be disseminated to the college community utilizing list-servs by Facilities or Vice President, Information Technology. Circumstances may require specialized messaging. When appropriate, the Director, Communications may provide feedback and support for notifications.

    ii) Must use the Notification Colour Legend (Figure 1) to identify the type and status of the disruption (see Appendix for examples). When appropriate, updates ("Information Update" banner) will be disseminated in this manner.

c) Notifications per s 4.6 c), d), e), and f) as appropriate.

4.4 Service Restored Procedures

This occurs when College facilities, goods, or services are operational after a disruption or maintenance.

a) Email notifications:

      i.   Will be disseminated to the college community utilizing list-servs by Facilities or Vice President, Information Technology. Circumstances may require specialized messaging. When appropriate, the Director, Communications may provide feedback and support for notifications.

      ii.   Must use the green "Service Restored" banner referenced in the Notification Colour Legend (Figure 1).

b) Remove any temporary on-site signage

c) Updated notifications per s 4.6 c), d), e), and f) if previously utilized.

4.5 Information to be Included in Notice

The College will make reasonable efforts to provide notice of the disruption to the public and must include:

a) Information about the reason for the disruption,

b) Its anticipated duration, and

c) A description of alternative facilities or services, if any, that may be available.

4.6 Method of Notification and Responsibility

Method of Notification	Responsibility
a) Signage • Temporary sign posted in a conspicuous, logical location near the facility, service, or device. Examples include but are not limited to over an elevator button, on the power door opener button, near the entrance of a ramp, near the operating button of a lift. (see Appendix example 1) • Temporary signs posted as appropriate throughout the building, particularly near the building's main entrance and all accessible entrances. • see Appendix for example	Facilities and Security
b) Email • Must use the Notification Colour Legend to identify the type and status of the disruption:	Facilities, Vice President, Information Technology, and Director, Communications

Method of Notification	Responsibility
Notification Colour Legend Scheduled Maintenance Unplanned Outage Service Restored Information Update Service Degradation *Figure 1* • See Appendix for examples	

c) Web
 	
     i.   Banner on fleming.ca webpage(s)
     ii.   Departmental websites
	i. Marketing
	 ii. ITS

d) myCampus portal	Login page: Marketing Intranet pages: ITS
e) Fleming Safe app • Security will use app only for serious emergency situations and campus closures (e.g. weather-related event).	Security
f) Any other method that may be reasonable under the circumstances (e.g. notifying affected departments, notifying Security, etc.) as soon as reasonably possible.	Dependant on circumstance

4.7 Reporting a disruption

   a) Facilities, Services and Support

     facilities@flemingcollege.ca

     https://department.flemingcollege.ca/facilities

   b) IT Service Desk

     https://tdx.flemingcollege.ca/

     1-866-353-6464 x4111 Option #1

c) Campus Security

705-749-5530 ext. 8000

d) Service Hub (Sutherland and Frost)

e) Accessibility Feedback

      i.   Accessibility feedback may be submitted via the [Accessibility at Fleming College webpage](#).

Appendix

Signage Example

NOTICE

D-Wing Elevator Non-Operational - Sutherland Campus

Please be advised that the D-wing elevator is currently out of order. Repairs have been requested; however information on when the elevator will be operational is not yet available. This message and relavant email notifications will be updated when more information is available. We apologize for any inconvenience.

If you require assistance, contact Campus Security at 705-749-5530 ext. 8000.

FLEMING

Email Notification Example #1

<div style="background-color:#0a1f5e; color:white; padding:1em;">

Scheduled Maintenance
D2L Brightspace

</div>

When?

Tuesday, August 5, 2025, from 2:00 am to 5:00 am.

Why?

Insert content

What's the impact?

Insert content

For more information, contact

IT Service Desk
https://tdx.flemingcollege.ca/
1-866-353-6464 x4111 Option #1

Check Network System Status

Notification Colour Legend

Scheduled Maintenance	**Unplanned Outage**	**Service Restored**
Information Update	**Service Degradation**	

Email Notification Example #2

<div style="background-color:#C00000; color:white;">

Steele Centre Elevator Non-Operational - Sutherland Campus

</div>

When?

- Immediate

Why?

- Please be advised that the Steele Centre elevator is currently out of order. Facilities Services and Support is working to repair the elevator as soon as possible; however, information on when the elevator will be operational is not yet available. This message will be updated when more information is available.

What's the impact?

- Steele Centre elevator access is currently unavailable
- This may impact individuals who require elevator access for mobility or medical reasons.
- All building users are advised to use alternate routes until repairs are completed.
- If you require assistance, contact Campus Security at 705-749-5530 ext. 8000

For more information, contact

Facilities, Services and Support
facilities@flemingcollege.ca
https://department.flemingcollege.ca/facilities

Notification Colour Legend

Scheduled Maintenance	Unplanned Outage	Service Restored
Information Update	Service Degradation	

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Email Notification Example #3

Steele Centre Elevator Operational - Sutherland Campus

When?

- Immediate

Why?

Please be advised that the Steele Centre elevator is now back in service. Facilities Services and Support has completed the necessary repairs, and the elevator is fully operational. Thank you for your patience during the outage.

What's the impact?

- Steele Centre elevator access has been restored
- Individuals who rely on the elevator for mobility or medical reasons may now resume regular access to all levels of the building.
- Alternate routes are no longer required.
- If you experience any issues or require assistance, please contact Campus Security at 705-749-5530 ext. 8000

For more information, contact

Facilities, Services and Support
facilities@flemingcollege.ca
https://department.flemingcollege.ca/facilities

Notification Colour Legend

Scheduled Maintenance	Unplanned Outage	Service Restored
Information Update	Service Degradation	

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Email Notification Example #4

<div style="background:black;color:white;padding:1em;">

Information Update
World Password Day - Stay Secure with 1Password

</div>

When?

Each year on the first Thursday in May.

Why?

Insert content

How?

Insert content

For more information, contact

IT Service Desk
https://tdx.flemingcollege.ca/
1-866-353-6464 x4111 Option #1

Check Network System Status

Notification Colour Legend

Scheduled Maintenance	Unplanned Outage	Service Restored
Information Update	Service Degradation	

5.0 – Related Documents

- Accessibility for Ontarians with Disabilities Act (2005)
- O. Reg. 191/11 Integrated Accessibility Standards
- College Policy #3-341 Accessibility for Persons with Disabilities
- College Operating Procedure #3-341A Accessibility for Persons with Disabilities
- College Policy #6-605 IT Business Continuity
- College Operating Procedure #6-605A IT Business Continuity and Disaster Recovery
- Fleming College Emergency Response Plan (ERP)
- Multiyear Accessibility Plan 2025-2029

6.0 – History of Amendments & Reviews

Date Approved	Approved By	List of Approved Amendments / Review
December 17, 2025	SMT	NEW