

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of TI. In the event of any temporary disruptions to facilities or services that client's with disabilities rely on to access or use TI's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur TI will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the TI website or Facebook page;
- contacting clients with appointments;
- verbally notifying clients when they are making an appointment; or
- by any other method that may be reasonable under the circumstances.