

MCINTOSH TRAIL  
COMMUNITY SERVICE BOARD

POLICY NO. 2104  
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SUBJECT: ACCESSIBILITY OF SERVICES  
BEYOND TRADITIONAL HOURS

EFFECTIVE  
DATE: 04-05-11 (replaces 04-07-10)

APPROVED BY:

Reviewed (no changes): \_\_\_\_\_  
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Executive Director

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POLICY

It is the policy of McIntosh Trail CSB to provide non-emergency services at times which are most accessible to those in need.

PROCEDURE

All services shall be available during traditional hours (8:00 a.m.-5:00 p.m. Monday through Thursday). Due to service needs, some centers may choose extended and evening hours Monday - Thursday and weekend hours to accommodate consumer needs for employment or education and have less availability on Fridays.

Service directors shall periodically review service needs beyond traditional hours to assure consumers are not denied services due to an inability to access them during traditional hours.

Commensurate with consumer need and available resources, services shall be scheduled to accommodate consumer or family work and school schedules and to reflect the most appropriate time of day for involvement in certain activities.

Priority for services beyond traditional hours shall be given to those who are determined to be most in need.

The availability of services beyond traditional hours shall be posted at each service site and the consumer/family will be informed of the hours of service availability.