

Accessible Customer Service Plan

Policy I - Providing Goods and Services to People with Disabilities

DeNureTours is committed to excellence in serving all customers, including those with disabilities. Reasonable efforts will be made to ensure that:

1. Goods and services are provided in a manner that respects the dignity and independence of people with disabilities.
2. The goods and services provided to those with disabilities are the same as those provided to others, unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent.
3. Communication is conducted in a manner that takes the person's disability into account.
4. People with disabilities may use assistive devices, service animals and support persons as is necessary to access the services of DeNureTours, unless superseded by other legislation.
5. Persons with disabilities are provided equal opportunity to access, use and benefit from the goods and services of DeNureTours, in a same or similar way, unless superseded by other legislation.

Scope

The Accessible Customer Service Plan and its policies apply to all employees and all facilities of DeNureTours in Ontario.

Responsibility

1. It is the responsibility of immediate supervisors to ensure that all employees are trained under Accessibility Standards for Customer Service, and follow the guidelines set out in the Accessible Customer Service Plan.

Definitions

1. "Disability" as per the Human Rights Code: Any degree of physical infirmity, malformation or disfigurement that is caused by injury, birth defect or illness. These can include (but are not limited to) diabetes, epilepsy, visual or hearing impairment, mental impairment or disorder, learning disability, or any disability for which benefits were claimed under the Workplace Safety and Insurance Act.
2. "Assistive Devices" are aids for communication, cognition, personal mobility or medical aids. These can include (but are not limited to) crutches, walkers, canes, wheelchairs, hearing aids and portable oxygen units.