

Accessible Customer Service Plan

Policy 2 - Communication

DeNureTours is committed to communicating in ways that take into account a person's disability. Reasonable efforts will be made to ensure that:

1. We will train staff to communicate with customers who have various types of disabilities using the Accessibility Standard for Customer Service training materials.
2. We are committed to offering fully accessible telephone service and will train staff to speak clearly and slowly when necessary for understanding.
3. We will offer to communicate with customers in person, by email, TTY or through a travel agent if telephone communication is not suitable or is not available.
4. We have all tour information on our website, and the text size can be adjusted to suit the needs of the visually impaired.
5. Invoices and other tour information can be provided as a hard copy by mail or as an email, and we are happy to answer questions in person, by telephone, by email or through a travel agent.

Procedure

1. **Communicating in person:** The office of DeNureTours is not accessible to those requiring mobility aids such as walkers, wheelchairs or scooters. Those with disabilities that require mobility aids are encouraged to contact our office by telephone or by email. However in the event that they come to our office, staff will be pleased to serve people at the front door foyer or in their vehicle when possible. A notice with this information and our phone number has been posted at the door along with a buzzer that will notify staff of their presence.
2. **Telephone Communication:** Telephones are equipped with volume control that may assist those with hearing impairment. If the volume levels are not adequate, customers are encouraged to use the help of a support person to relay information, or facilitate service through the use of a travel agent. We are also able to receive operator assisted TTY calls.
3. **Email Communication:** Each customer service agent and office staff member has an email address that can be used to answer questions directly with customers. Tour information and invoices can also be sent via email.
4. **Communicating by mail:** Staff will be pleased to send information by mail and will maintain a written dialogue should other mediums not be viable.
5. **Obtaining Services through a Travel Agent:** Those who require communication in person but are unable to visit our office, are encouraged to seek the service of a Travel Agent who will act as an intermediary between DeNureTours and the customer. Once a travel agent has been acquired, DeNureTours is unable to communicate directly with the customer as per Travel Industry practice.

Scope

This policy applies 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.
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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.
3. “TTY” is Telephone Teletype: TTY is a special device that lets people who are deaf, hard of hearing or speech-impaired use the telephone to communicate by allowing them to type text messages. Unlike text messaging, it is designed for synchronous conversation, like a text version of a phone call.