

Accessible Customer Service Plan

Policy 3 - Assistive Devices

DeNureTours is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services where applicable. Reasonable efforts will be made to ensure that:

1. We will train staff and ensure that they are familiar with various assistive devices that may be used by our customers while they are accessing our services. These devices include (but are not limited to) mobility aids such as walkers, wheelchairs and scooters, hearing and vision aids, portable oxygen units and CPAP machines.
 2. We will communicate the limitations of our services to those with disabilities in our brochures, on our website and through our telephone conversations with customers who contact us. These limitations result from legislation that supersedes the AODA.
 3. We will communicate the physical demands of each tour on all tour descriptions in our brochure and on our website.
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Procedure

DeNureTours has developed policies for serving customers with mobility aids, hearing and vision aids, oxygen and mental and cognitive disabilities, as these seem to be the most common disabilities of those who currently access our services. Reasonable efforts will be made to ensure that those with other assistive devices may access our services where appropriate, and where our services are not superseded by other legislation.

1. **Limitations of Services:** For their own protection, DeNureTours staff is not permitted to provide assistance in lifting scooters or guests. They are also unable to provide individual assistance to a customer for walking, dining, getting on or off the motorcoach, or other personal needs. DeNureTours coaches are not equipped to board wheelchairs as per current legislative requirements. If customers require special assistance that cannot be provided by a support person accompanying them, we may be unable to offer services. Customers are advised to communicate any special needs they may have in their initial conversation with us, in order to determine if our services are appropriate for their needs or if any alternative measures are required.
2. **Mobility Aids:** Customers must advise DeNureTours if they are travelling with mobility aids such as a walker, wheelchair or scooter so that safe arrangements can be made in accordance with transportation legislation. Currently, DeNureTours coaches are only equipped to carry one scooter at a time, and customers are served on a first come first served basis. Longstay Destinations in Florida or Myrtle Beach: Please be advised that all mobility aids must be stored in the lower storage areas of activity buses. Full dimensions of this compartment are 18" high, 48" wide and 24" deep. If your item cannot fit into this compartment, you will be unable to take it with you on daily outings.

- 3. Vision or Hearing Aids:** Customers should advise staff in advance of any hearing or vision disabilities. Onboard information and entertainment systems are individually volume controlled to assist those with hearing impairment. Should volume levels be inadequate, customers should make staff aware so alternative arrangements can be made to share information, such as providing written materials or offering one-on-one conversations. DeNureTours coaches are equipped with AC adapters at each pair of seats to allow devices to be recharged if needed.
- 4. Support Animals:** Guide dogs are permitted, but customers must notify us in advance so that we can contact other passengers to ensure that the dog will not cause undo harm (such as allergies) to other customers. All policies and procedures regarding support animals are documented in Policy 4 - Support Persons and Service Animals.
- 5. Oxygen:** Customers carrying oxygen must advise DeNureTours when they purchase any services. Oxygen safety and storage measures are determined by the Ministry of Transportation and the Canadian Border Service Agency, and take precedent over the Accessibility Standard for Customer Service. For safety reasons, DeNureTours permits only one passenger per coach to use and/or transport oxygen. All oxygen use and transportation measures are documented in Policy 5 - Oxygen Use and Transportation.
- 6. Mental or Cognitive Disabilities:** Customers should advise DeNureTours of any mental or cognitive disabilities before purchasing service to determine if any adjustments or alternative measures need to be made. DeNureTours staff cannot provide individual assistance to a customer for orientation and/or personal needs. If customers require special assistance that cannot be provided by a support person accompanying them, we may be unable to offer services.

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.

Definitions

- 1.** “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.
- 2.** “Mental or Cognitive Disabilities” as per the Human Rights Code includes (but is not limited to) any condition of mental impairment or developmental disability, a learning disability or dysfunction in one or more of the processes involved in communication, a mental disorder, or an illness or injury affecting mental and/or cognitive functions.