

Accessible Customer Service Plan

Policy 5 - Oxygen Use and Transportation

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

1. We will endeavour to accommodate the needs of those who require oxygen, safely and securely, and while working in accordance with other legislation.

Procedure

1. **Limitations of Services:** DeNureTours coaches may only carry compressed oxygen (no liquid oxygen), in designated Class D or Class E cylinders, and they must have the 'wrench style' of opening. The total weight of all cylinders being transported can not exceed 75kg which is approximately 12 cylinders. For the safety of staff and other customers, DeNureTours can only allow one customer using oxygen per coach. Services will be sold on a first come, first served basis. Customers are advised to communicate any special needs they may have in their initial conversation with us, in order to determine if services are appropriate for their needs or if any alternative measures are required.
2. **Oxygen on board:** The customer's oxygen cylinder will be secured under their assigned seat. Carry-on style (over the shoulder) oxygen units can not be used onboard the coach, however customers may bring this unit and it will be safely stored in the luggage bay. Customers are asked to advise staff at scheduled stops if the cylinder is low or if they require the carry-on unit for outside of the coach. There are electrical outlets at each pair of seats that allow guests to recharge devices when needed.
3. **Transporting Oxygen:** DeNureTours will place a secure box in the luggage bay to hold the oxygen cylinders. DeNureTours staff will ensure that cylinders are safely handled between the coach bay and the customer's seat. Customers should not pack any oxygen in their suitcase, as DeNureTours staff must be aware of any gases that they may be transporting. For the safety and convenience of themselves and other customers, those transporting oxygen are advised to have their extra cylinders transported to the DeNureTours office prior to departure.
4. **Transporting Oxygen into the United States :** In order to transport oxygen into the United States, customers must bring the proper documentation to present to Border Service Agency officials. This documentation must include information from the oxygen supplier regarding the size of the tanks, how many cylinders they are transporting, and a copy of the customer's prescription that outlines their usage requirements and why it is needed.

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. Compressed Oxygen Class “E” cylinder is approximately 25” in length and weighs 6kg.
2. Compressed Oxygen Class “D” cylinder is approximately 16” in length and weighs 5kg.
3. Cylinder opening must be the wrench style and not the flap style as the wrench style makes it harder to open the cylinder by accident and the tank won’t pop open on contact.