

# Accessible Customer Service Plan

---

## Policy 6 - Notice of Temporary Disruption

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

1. We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

---

## Procedure

1. **Content of Notice:** In the event of a planned or temporary disruption in the facilities or services of DeNureTours usually accessed by people with disabilities, a notice will be posted advising of the disruption. This notice shall include information about the reason for the disruption, its anticipated duration and a description of alternative measures that will be taken to serve people with disabilities, if available.
2. **Where Notice will be found:** Notice will be placed at the public entrance of the DeNureTours office, at our service counter, on our website and by such method as is reasonable depending on the circumstance.

---

## 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. "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.