

Accessible Customer Service Plan

Policy 8 - Training for Staff

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 training for all employees that deal with the public, and all those involved in the development and approval of customer service policies.

Procedure

1. **Positions to Receive Training:** The following positions at DeNureTours will receive training: all office staff, tour directors and drivers
2. **When Training will take place:** This training will be provided within 1 year after staff commence duties. Training will also take place on an ongoing basis when changes are made to the policies of the Accessible Customer Service Plan.
3. **Training will include** the purpose of the Accessibility for Ontarians with Disability Act and the requirements of the Customer Service Standard, how to interact and communicate with people with various types of disabilities, and a familiarization of common assistive devices used by customers. It will also include how to interact with people who use support people or service animals, how to use onsite equipment that may help those with disabilities, and what to do if a customer is having difficulty accessing our services. Finally, staff will also be educated on the policies of the Accessible Customer Service Plan.
4. **Record Keeping:** DeNureTours will maintain accurate records of training delivered to our staff and make these records available for inspection as may be required.

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.