

Accessible Customer Service Plan

Policy 9 - Public Access to this Plan

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. The policies of the Accessible Customer Service Plan are available upon request to the public.

Procedure

1. **Providing Access to the Plan:** A written or emailed copy of the policies of the Accessible Customer Service Plan can be obtained by contacting Julia Bryan, Guest Relations. In addition, a copy of this Plan is available for download from the DeNureTours website, by visiting the Our Company tab and selecting the “Accessible Customer Service Plan” link.
2. **Formats:** Upon request, this plan is available in large print, or by email.

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.