

Sicard RV

Policy Name/Subject: Accessibility Standards for Customer Service Policy

Issue Date: February 28th, 2013

Policy Statement

Sicard RV is committed to providing accessible customer service to all of its customers. The objective of this policy is to meet the requirements in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

Information Guidelines

The *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

This regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- Provisions of goods and services to persons with disabilities
- The use of assist devices
- The use of service animals
- The use of support persons
- Notice of service disruption
- Customer feedback
- Training
- Notice of availability and format of documents

This policy is supported by procedures which outline the processes and accommodations consistent with this policy. The supporting procedures include the following:

- Procedures for Customer Service and the use of assisted devices
- Procedures for the use of service animals
- Procedures for the use of support workers
- Procedures for providing notice of temporary disruptions
- Procedures for receiving feedback

OPERATING PROCEDURES

Communication with customers with disabilities

When communicating with a customer with a disability Sicard RV will do so in a manner that takes into account the customer's disability, and will do so with a considerate and respectful demeanor.

Provision of Goods and Services to Customers with Disabilities

Sicard RV will use controlled efforts to ensure that the provision of its goods and services are consistent with the following principles:

- Sicard RV's goods and services are provided in a manner that respects the dignity and independence of customers with disabilities
- Customers with disabilities are given an opportunity equal to that of customers without disabilities to obtain, use or benefit from Sicard RV's goods and services wherever possible.
- The provision of Sicard RV's goods & services to customers with disabilities are integrated with those provided to customers who do not have disabilities wherever possible and practical given any situation.

Assistive Devices

A customer with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Sicard RV's goods and services. Some exceptions may occur in situations where Sicard RV has determined that the assistive device may induce a risk to the health & safety of others.

If this situation arises Sicard RV may offer an alternative to assist customer where such other measures are available.

It is the responsibility of the customer with the disability to ensure that his/her assistive device is operated in a safe and controlled manner at all times.

Service Animals

Where Sicard RV provides goods and services, customers with a disability may enter premises accompanied by a service animal and may keep the service animal with them.

It is the responsibility of the customer with a disability to keep their service animal in control at all times while on Sicard RV premises.

Support Persons

Sicard RV will ensure that a customer with a disability may enter premises with a support person and have access to their support person at all times while on premises.

If a customer with a disability enters premises without a support person Sicard RV may require at the managements discretion a support person to go with them for the health & safety of themselves and others.

Notice of Temporary Disruptions in Services and Facilities

Sicard RV is aware that the operation of certain services and facilities is important to customers with disabilities. However, temporary disruptions in services and facilities can occur due to reasons that may or may not be within Sicard RV's control or knowledge.

Sicard RV will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its duration and if there is an alternative, either on web site and/or postings in visible places on premises.

Feedback

Sicard RV is committed to providing goods and services to all members of the public. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from members of the public about goods and services to customers with disabilities may be given by phone, writing, electronic format, in person or though other methods.

Training

Sicard RV will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

The content of the training will include, but is not restricted to the following:

- a review of the purpose of the AODA
- a review of the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07)
- how to interact and communicate with customers who have various types of disabilities
- how to interact with customers with disabilities who require the assistance of assistive devices, service animals, or support persons
- what to do if a customer with a disability is having difficulty accessing goods/services and
- instruction on Sicard RV policies, procedures and practices pertaining to the provision of goods and services to customers with disabilities.

Notice of the availability and format of documents

All documents required by the Accessibility Standards for Customer Service are available upon request.

When providing a document to a customer with a disability, Sicard RV will provide the document or the information contained in the document, in a format that takes the customers disability into consideration.

Responsibilities

This policy applies to all persons who deal with members of the public or other third parties on behalf of Sicard RV, but not limited to an employee, owner and/or contractor. This procedure will be reviewed every 3 years or if due to an investigation identifies revisions may be required.

Signature: _____

Date: _____

Blair Sicard
General Manager

