

# Accessible customer service plan

1000Islands RV centre is committed to excellence in serving all customers including people with disabilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

We will communicate with people with disabilities in ways that take into account their disability.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

1000Islands RV Centre will provide training to employees who deal with the public or other third parties on our behalf in the first week.. Individuals in the following positions will be trained .All sales Professionals , Service Manager, Service writer, Parts Assistant ,Finance Manager, Finance Assistant ,Customer Communications , Rentals Manager , Orientation Specialist ,

Training will include

- (1) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard .
- (2) 1000Islands RV Centre Accessible customer service plan,
- (3) How to interact and communicate with people with various types of disabilities,
- (4) How to interact with disabilities who use an assistive device or require the assistance of a service animal or a support person ,
- (5) How to help with providing goods or services to people with disabilities
- (6) what to do if a person with disability is having difficulty in accessing 1000 Islands RV center goods and services
- (7) Staff will also be trained when changes are made to our accessible customer service plan

Feedback process

Customers who wish to provide feedback on the way 1000 Islands RV provides goods and services to people with disabilities Can email, verbally , by our (Because We Care Survey) is sent out to all our customers .

All feedback including complaints will be directed to a specific person Manager of that department

Customers can expect to hear back in 2 weeks

Any policy of 1000 Islands RV Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed

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Nov 13/12/ BB