
Accessible Customer Service Policy

Issued: 08/01/2016

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

Assistive Devices

We will ensure that our staff is 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.

Communication

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

Service Animals

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.

Support Persons

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

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, 1000 Islands RV Centre will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on our website and social media as well as signage at our facility.

Training

1000 Islands RV Centre will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

All members of our organization will be trained on accessible customer service and how to interact with people with different disabilities.

This training will be provided to staff within the first week of being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 1000 Islands RV Centre's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person³
- What to do if a person with a disability is having difficulty in accessing 1000 Islands RV Centre's goods and services

Staff will also be trained when changes are made to this plan.

Feedback Process

Customers who wish to provide feedback on the way 1000 Islands RV Centre provides goods and services to people with disabilities can do so verbally, by email or by including comments on surveys that we send to all customers. We will ensure our feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.

All feedback, including complaints, will be directed to the Supervisor or Manager of that department. Customers can expect to hear back within two weeks.



1000 Islands RV Centre
409 County Road 2 East
Gananoque, ON K7G 2V4
613-382-4400

Notice of Availability

1000 Islands RV Centre will notify the public that our policies are available upon request by posting them on our website.

Modifications to this or other Policies

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.