



## **Accessibility Standard for Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

The Royal Canadian Geographical Society (RCGS) is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff are trained and familiar with the 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 with service animals. Service animals are allowed in the areas of our premises that are open to the public.

#### **Support persons**

A person with a disability who is accompanied by a service person will be allowed to have that person accompany them on our premises. Our premises are our corporate offices and therefore there are no charges for customers to enter the premises.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, RCGS will notify customers promptly. The clearly marked notice will include information about the reason for the disruption and its anticipated length of time. The notice will be made publicly available on our website and the main entrance of our building.

#### **Training**

RCGS will provide accessible customer service 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. Staff will be trained on Accessible Customer Service within 3 months after being hired.



Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- RCGS'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 a support person;
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.

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 CGE provides goods and services to people with disabilities can contact RCGS by:

- Email: [info@rcgs.org](mailto:info@rcgs.org)
- Mail: 1155 Lola Street, Suite 200 Ottawa, ON K1K 4C1
- Phone: 613-745-4629 Ext.0 for Reception

All feedback including complaints will be directed to the appropriate manager depending on the nature of the subject or complaint. Customers can expect to hear back within five business days.

### **Modification to this or other policies**

Any policy, practice or procedure of RCGS that does not respect the dignity and independence of people with disabilities will be modified or removed.