

Customer Service Plan Providing Services to People with Disabilities

Diversified Communications Canada is committed to excellence in serving all customers, including people with disabilities.

30 Day Advance Notice Request Deadline

Diversified Communications Canada is committed to meeting your onsite disability needs as per the Accessibility for Ontarians Act, 2005. However all requests **MUST** be made no later than 30 days in advance of any event so that we have sufficient and reasonable time to coordinate your needs.

Emergency Plan

All persons with disabilities **MUST** declare themselves upon arrival at any of our events to the Information Booth or the Registration Counters. Staff will then provide an individualized plan that accommodates your disability that will:

- Identify potential hazards
- Coordinate procedures of what to do in the event of an emergency

Assistive Devices

We ask that you bring your own personal assistive device. The facilities we rent for our events do not have onsite assistive devices to use by the general public.

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 premises we rent for our events that are open to the public.

Support Persons Admission Fee

Please contact us if you are accompanied by a Support Person for their event admission fee. Support Persons will be charged a reasonable fee to cover Food & Beverage costs incurred (generally this ranges from \$80 - \$150 per day per person depending on the event and facility).

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for event delegates with disabilities, Diversified Communications Canada will notify registered attendees promptly. This will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training

Diversified Communications Canada will provide training to employees, volunteers, and others who deal with our registered attendees and exhibitors.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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

Feedback Process

Customers who wish to provide feedback on the way Diversified Communications Canada provides services to people with disabilities can contact us at:

Toll Free: 1-888-443-6786 ext. 2228

Email: ghockridge@divcomevents.com

All feedback, including complaints, will be directed to the Vice President Operations.