

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

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The Ottawa Flying Club is committed to excellence in serving all customers including people with disabilities. Though some people may be challenged with day-to-day activities due to a disability, our training ensures that those people are still provided with equal opportunity to enjoy the delight of flight training in a safe environment.

## Communication

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We will communicate with people with disabilities in ways that consider their disability. Methods of interaction and collaboration with the disabled community are regularly evolving and we are continuously evolving and re-educating our business to keep up with the requirements those who are disabled.

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

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A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises, within our aircraft, and accessible to all other flight training infrastructure necessary to their objective.

## Training

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The Ottawa Flying Club 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: Dispatch, Instructors, Management and Line Staff. This training will be provided to staff within 3 months of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Ottawa Flying Club'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
- What to do if a person with a disability is having difficulty in accessing the Ottawa Flying Club's goods and services. Staff will also be trained when changes are made to the plan.

## Feedback Process

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Customers who wish to provide feedback on the way the Ottawa Flying Club provides goods and services to people with disabilities can email Dispatch, phone Dispatch, or leave feedback in our suggestion box. All feedback, including complaints, will be directed to our Dispatch Supervisor. Customers can expect to hear back within 7 business days if follow-up is requested.

## Modifications to This or Other Policies

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Any policy of the Ottawa Flying Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.