

Paul's Boat Lines Limited

Accessibility Standard For Customer Service

Purpose

In accordance with the *Accessibility For Ontarians With Disabilities Act, 2005*, Paul's Boat Lines Limited is committed to excellence in serving our customers and in making our facilities accessible to all persons including those with disabilities.

Our Commitment

Paul's Boat Lines is dedicated in providing quality sightseeing tours on the Rideau Canal and Ottawa River for our many customers that come to the Nation's Capital from all over the world.

We strive to provide our customers with service that reflect the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all customers including those with disabilities, with the same opportunity to access and benefit from our services.

Providing Services To Persons With Disabilities

1. Communication – we will communicate with our customers with disabilities in ways that take their disability into account. We will train our staff on how to interact and communicate with persons with various types of disabilities.
2. Telephone Services – We will train our staff to communicate over the telephone in clean and plain language and to speak clearly and slowly. We will offer to provide e-mail communication if telephone communication is not suitable for their needs or is not available.
3. Assistive Devices – Wheelchair accessibility is not available on our Ottawa River tour because of fluctuating water levels. However, we do have limited access at our Rideau Canal Dock. Please call our office, dock or ask one of our staff if accessibility is available. Customers that use walkers or a cane have access to our facilities and if necessary will be assisted by our staff on our vessels. Customers that use an oxygen tank are welcome on board.
4. Accessible seating – Customers that have a visible disability will be provided with a proper seat on our vessel and if possible, will be admitted in advance of our other customers.

Service Animals

Paul's Boat Lines Limited welcomes our customers with disabilities and their service animals. Because of the nature of our tours, all customers and their service animals will have to remain seated at all times during the tour.

Support Persons

Paul's Boat Lines Limited welcomes all customers with disabilities and support persons. All support staff are required to hold a valid ticket. Group pricing available.

Employee Training

Paul's Boat Lines Limited will provide training to all employees who interact with our customers who have certain disabilities.

The training will cover the following:

- The purposes of the accessibility For Ontarians With Disabilities Act, 2005, and the requirements of customer service standards.
- How to interact and communicate with customers with various types of disabilities.
- How to interact with customers with disabilities that use an assistive device or require the assistance of a service animal or support person.

All employees will be required to take training.

Customer Feedback

Paul's Boat Lines Limited is committed to providing exceptional customer service. We appreciate feedback from our customers on all issues, especially related to the way we provide our services to people with disabilities. All feedback should be directed to our office by phone, fax, mail or email:

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Ottawa, Ontario
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Tel: (613) 225-6781

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