

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

Joe Tomato's Restaurant 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 devices 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 person accompany them on our premises.

Fees will not be charged for support persons.

We will notify customers of this through a notice posted on our premises, and our website.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, automatic door openers or washroom facilities, Joe Tomato's Restaurant 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 alternate facilities or services available.

The notice will be placed at the front door to the restaurant and /or washroom doors.

### Training

Joe Tomato's Restaurant 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:

Managers and all front of house staff including servers, bartenders and hosts/hostesses.

This training will be provided to staff at scheduled staff meetings and during the first week of training for all newly hired front of house staff.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customers service standard.
- Joe Tomato's Restaurant'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 person.
- How to use the automatic door openers.
- What to do if a person with a disability is having difficulty in accessing Joe Tomato's Restaurant's good and services.

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

#### Feedback Process

Customers who wish to provide feedback on the way Joe Tomato's Restaurant provides goods and services to people with disabilities can email us at [joetomato@bmts.com](mailto:joetomato@bmts.com) or visit our website at joetomato.net

All feedback, including complaints, will be handled by the owner(2) or General Manager in writing or by telephone.

Customers can expect to hear back in 2 days.

#### Notice of Availability

Joe Tomato's Restaurant will notify the public that our policies are available upon request by checking our website at joetomato.net

#### Modifications to this or other Policies

Any policy of Joe Tomato's Restaurant that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.