



CUSTOMER SERVICE STANDARD & PRIVACY POLICY ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

Scope:

This policy applies to all employees.

Last Update:

2.23.2018

Policy:

Daniel et Daniel Catering & Events is committed to excellence in serving all customers including people with disabilities. Exceptions to this policy may be made only with the approval of the owners.

Procedures:

Daniel et Daniel Catering & Events has an expectation of providing excellent customer service to all current and potential customers from each and every employee.

Assistive Devices: We will ensure that our employees are trained and familiar with various assistive devices 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 all parts of our premises that are open to the public <except where prohibited by law>.

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.

Telephone Services: Daniel et Daniel is committed to providing fully accessible telephone service to our customers. Staff who communicate with customers over the telephone shall be articulate, use plain language and speak slowly.

Billing: Daniel et Daniel shall answer any questions customers may have about the content of the invoice in person, by telephone or email. We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request.

Notice of Disruption: In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Daniel et Daniel Catering & Events will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted on the Daniel et Daniel website at www.danieletdaniel.ca, and on our retail location window at 248 Carlton Street, so it is easily found.

Training for Staff:

Daniel et Daniel Catering & Events will provide training to employees, volunteers and others who deal with the public on their behalf.

Training will be provided as part of the onboarding process. Updates to either the AODA ACT or to the company's policies will be provided in a company memo with the provision that they are minor. If any major changes to the ACT or to company policies occur, additional training will be provided in reference to those changes and you will be required to complete an updated quiz Staff will also be trained when changes are made to the plan and will be provided with refresher training annually.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Daniel et Daniel Catering & Events' 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 assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that my help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Daniel et Daniel Catering & Events' goods and services.

Training records will be kept indicating the number of employees trained and the date training was provided.

Feedback Process:

We encourage our customers who wish to provide any feedback to Daniel et Daniel Catering & Events on this policy to call, email, write, send us a disc or to inquire in person.

All feedback will be directed to Ken Marshall, Project Manager. Customers can expect to hear back within 48 hours or two business days.

Any feedback provided will be kept on file by Ken Marshall, Project Manager.

How to provide us with feedback regarding AODA :

Daniel et Daniel is committed to providing accessible goods and services to all members of the public it serves.

Is there something we could be doing better? We want to hear from you.

You can provide us with feedback in a variety of ways, in person, by telephone, in writing, email, or on disc.

Please include your contact information, date and time, location, specific concern and any recommendations.

For more information or to request a document in an alternative format, please contact:

Ken Marshall

Phone: 416-968-9275 ext 40

Email: kmarshall@danieletdaniel.ca