



## **ACCESSIBLE CUSTOMER SERVICE PLAN**

### **Providing Goods and Services to People with Disabilities**

The Woolly Pub is committed to excellence in serving all guests including people with disabilities.

**Assistive Devices** - We will ensure that our staff are trained and familiar with various assistive devices we have on site or that may be used by guests with disabilities while accessing our hospitality.

**Communication** - We will communicate with people with disabilities in ways that take into account their disability.

**Service Animals** - We welcome guests 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.

**Notice of Temporary Disruption** - In the event of a planned or unexpected disruption to services or facilities with disabilities the Manager on Duty will notify guests promptly. This clearly posted notice will include information about reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

**Services / Facilities include** - public washrooms, Door access-front & back

**Training** -Katherine White, General Manager, will provide accessible customer service 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:

Staff will be trained on Accessible Customer Service within 30 days after being hired.

*Training will include*

- An overview of the Accessibility for Ontarions with Disabilities Act 2005 and the requirements of the customer service standard included in the The Wooly Pub Staff Guide Book.
- The Wooly Pub'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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include entrance ways, bathrooms, and narrow hallways.
- What to do if a person with a disability is having difficulty in accessing The Wooly Pub's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

**Feedback Process** - Customers who wish to provide feedback on the way The Wooly Pub provides goods and services to people with disabilities can provide feedback in the following ways: Webpage, E-mail, and verbal contact

All feedback, including complaints, will be handled in the following manner: The General Manager will be advised promptly and investigate appropriately. The guest can expect to hear back in 3 days.

**Notice of availability** - The Wooly Pub will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations: Our website under "Contact us" and there will be a link to an Accessibility Plan pdf.

**Modifications to this or other policies** - Any policy, practice or procedure of The Wooly Pub that does not respect or promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

*THIS ACCESSIBLE CUSTOMER SERVICE PLAN IS MADE FROM A TEMPLATE PROVIDED BY THE GOVERNMENT OF ONTARIO, ACCESS ON.*