

# Accessible Customer Service Plan Providing Goods and Services to People with Disabilities



Heart & Crown Irish Pubs is committed to excellence in serving all customers 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 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

## Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Heart & Crown Irish Pubs 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 alternative facilities or services, if available.

The notice will be placed at **the entrances of our establishments**.

## Training

Heart & Crown Irish Pubs 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.

Training will be provided to all employees upon hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Heart & Crown Irish 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 accessibility ramps

- What to do if a person with a disability is having difficulty in accessing Heart & Crown Irish Pub's goods and services

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

## **Feedback process**

Customers who wish to provide feedback on the way Heart & Crown Irish Pubs provides goods and services to people with disabilities can speak to the manager on duty, email the General Manager, or send a letter to the respective establishment. For complete contact information please visit us online at [www.heartandcrown.pub](http://www.heartandcrown.pub) or obtain a business card from any of our friendly staff.

All feedback, including complaints, will be addressed by senior management.

Customers can expect to hear back in **1-3 business days**

## **Notice of availability**

Heart & Crown Irish Pubs will notify the public that our accessibility policies are available upon request online ([www.heartandcrown.pub](http://www.heartandcrown.pub)) and in-store.

## **Modifications to this or other policies**

Any policy of the Heart & Crown Irish Pubs that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.