



Accessible Customer Service Policy

INTENT:

Welcome, **Montecito Restaurant** is committed to improving access and opportunities for people with disabilities by identifying, removing, and preventing barriers that might interfere with their ability to make full use of our facility. This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

SCOPE:

- This policy applies to the provision of goods and services at **Montecito Restaurant**
- This policy applies to employees that act on behalf of **Montecito Restaurant** including when the provision of goods and services occurs off the premises of **Montecito Restaurant**
- The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by **Montecito Restaurant**
- This policy shall also apply to all persons who participate in the development of the **Montecito Restaurant's** policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

DEFINITIONS:

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.



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Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.



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Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

GENERAL PRINCIPLES:

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- A. Providing Goods and Services to Persons with Disabilities
- B. Assistive Devices
- C. Service Animals
- D. Support Persons
- E. Notice of Disruptions in Service
- F. Training
- G. Feedback Process
- H. Notice of Availability and Format of Required Documents

A. Providing Goods and Services to People with Disabilities

Montecito Restaurant is committed to providing all of our guests with a memorable customer experience in keeping with our corporate values by:

- Ensuring that all guests receive the same quality of service;
- Allowing guests with disabilities to do things in their own way and at their own pace when accessing goods and services so long as they do not pose a safety risk to themselves or another person;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the guest's disability



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B. 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
- Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by **Montecito Restaurant**

C. Service Animals

- A guest with a disability that is accompanied by a Guide Dog/Service Animal/Dog will be allowed access to the premises that are open to the public unless otherwise excluded by law

D. Support Persons

- If a guest with a disability is accompanied by a support person, **Montecito Restaurant** will ensure that both persons are allowed to enter the premises together and that the guest is not prevented from having access to the support person
- Additional Fees will not be charged for support persons

E. Notice of Disruptions in Service

- Service disruptions may occur due to reasons that may or may not be within the control or knowledge of our restaurant
- In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use our restaurant, goods or services, reasonable efforts will be made to provide advance notice
- In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible
- These notifications will include:



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- In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:
 - Goods or services that are disrupted or unavailable
 - Reason for the disruption
 - Anticipated duration
 - A description of alternative services or options
- Notification Options:
 - When disruptions occur, **Montecito Restaurant** will provide notice by:
 - Posting notices in conspicuous places including at the point of disruption, at the main entrance and at the nearest accessible entrance to the service disruption and/or on the Restaurant website;
 - Contacting guests with reservations;
 - Verbally notifying guests when they are making a reservation; and/or
 - By any other method that may be reasonable under the circumstances

F. Training

- Training will be provided to:
 - All managers, hosts, concierges, support staff, bartenders, wait staff and any other individual who may interact with a person(s) with (a) disability or disabilities
 - Those who are in the development and approval of customer service policies, practices and procedures
- Training Provisions:
 - As reflected in Ontario Regulation 429107, regardless of the format, training will cover the following:
 - A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
 - A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
 - Instructions on how to interact and communicate with people with various types of disabilities.
 - Instructions on how to interact with people with disabilities who:



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- use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal;
or
 - require the use of a support person.
 - Instructions on what to do if a person with a disability is having difficulty accessing our services.
 - **Montecito Restaurant** procedures and practices pertaining to providing accessible customer service to guests with disabilities.
- Training Schedule:
 - Training will be provided to new employees during Orientation and will be completed within the first three months of employment
 - Revised training will be provided in the event to changes to legislation, procedures and/or practices
 - Record of Training:
 - **Montecito Restaurant** will keep a record of training that includes the dates training was provided and the employees who have created the training will sign off to ensure they have received said training

G. Feedback Process

- **Montecito Restaurant** shall provide guests with the opportunity to provide feedback on the service provided to guests with disabilities
- Information about the feedback process will be readily available to all guests through our website
- Feedback can be given either verbally via person, by telephone, written letter or email direct to the restaurant



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Submitting Feedback, Questions or Concerns:

Michael Young
Director of Operations
Montecito Restaurant
299 Adelaide Street West
Toronto, ON
M5V 1P7
416-599-0299
michael@innov8hospitality.com

Guests that provide formal feedback will receive acknowledgement of their feedback, along with information about any resulting actions that were taken based on the concerns or complaints that were submitted. Customers can expect to hear back in 2 days from the time they submit their feedback.

H. Notice of Availability

- **Montecito Restaurant** shall notify guests that the documents related to the Accessibility Standards for Customer Service are available upon request and in a format that takes into account the guest's disability
- Available formats include; in print or via our website
- Notification will be given by posting the information on **Montecito Restaurant's** website