

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The Apricot Tree Café 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 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (handicapped washroom may not be accessible), The Apricot Tree Café 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 front and back entrance.

Training for staff

The Apricot Tree Cafe will provide training to employees who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Owners; Franz and Esther Hochholdinginger

Restaurant Manager: Adrian Leung

All Servers:

This training will be provided to staff within the first 3 weeks of employment.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

The Apricot Tree Cafe's accessible customer service plan.

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

What to do if a person with a disability is having difficulty in accessing Apricot Tree Cafe's goods and services

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

Training will be completed by late February

Feedback process

Customers who wish to provide feedback on the way The Apricot Tree Cafe provides goods and services to people with disabilities can do so either by verbally or through the feedback page on our website(www.apricottreecafe.com).

All feedback will be directed to Franz Hochholding(Owner) Customers can expect to hear back in 2 business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of The Apricot Tree Cafe that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.