

# HOTHOUSE

## Accessible Customer Service Plan

Hothouse is committed to excellence in serving all customers with disabilities to the best of our abilities. These will be highlighted below. We will treat all guests who have disabilities with respect and dignity.

### **Assistive Devices**

We will ensure that our staff is trained and familiar with the various assistive devices that we provide which our customers with disabilities may use while accessing Hothouse.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. Visual communication methods will be: email, web site, fax and letter. Audio communication will be by phone or in person.

### **Access to Services: On-Site**

Hothouse is wheelchair accessible and there is handicap washroom facility. Visually impaired guests may be led by staff at their request.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of the premises that are open to the public.

If a service animal cannot be easily identified as such, the guest may be asked to provide documentation from a regulated health professional confirming that they require the service animal because of their disability. Only a manager may make this request.

### **Support persons**

A person with a disability who is accompanied by a support person will be welcomed and allowed to accompany the person with a disability on our premises.

In certain cases, we may require a person with a disability to be accompanied by a support person for health and safety reasons. Before making this decision, we will consult with the person to understand their needs, consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises. Only a manager may make such a decision.

In such a situation, we will waive the admission fee or fare only for the support person, if one exists. In other words, we would not require a support person to make any purchases. We will offer them complimentary soft drinks or coffee.

### **Notice of Temporary Disruption**

For access to the premises, a notice will be posted at the main entrance. For disruption to online service, a phone call or email will be sent to any person known to be expecting to access our services during the time of interruption if possible. For sudden unexpected disruption, a notice may not be possible.

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## **Training**

We will provide accessible customer service training to all staff within 3 months of their hiring. This training will be integrated into the training that is undertaken by all staff.

Training will include:

- An overview of the *Accessibility for Ontarians with Disability Act, 2005*
- Our plan relating to our customer service standard
- How to interact with 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 support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods and/or services to people with disabilities. Currently, due to the physical constraints of our building, we have no access to people requiring a wheelchair or other mobility disability due to stairs and lack of handicap washroom
- What to do if a person with a disability is having difficulty in accessing our restaurant's goods or services

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

## **Feedback Process**

Customers who wish to provide feedback on the way Hothouse provides goods and services to people with disabilities can contact us by email at [wube@hothouserestaurant.com](mailto:wube@hothouserestaurant.com), verbally in person, by phone at 416.366.7800

All feedback including complaints will be directed to our Vice President of Operation. A complaint will be reviewed or investigated as needed and a response will be generated normally within three business days.

## **Notice of Availability**

Our documents relating to accessible customer service will be posted on our web site under the "Info" page and a copy will be kept in a binder both in the manager's office and at the Host stand.

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

Any policy, practice or procedure that does not respect and promote the principles of dignity, integration and equal opportunity for people with disabilities will be modified or removed.