



With the Grain

Accessible Customer Service Policy

Purpose

With the Grain values True Hospitality which includes a warm welcoming atmosphere and sincere personalized service and this policy confirms our intent to provide consistently high customer service to all guests.

In showing our hospitality and service, we shall follow the ideals of dignity, independence, integration and equal opportunity, meeting or exceeding all applicable legislation regarding the provision of accessible customer service to guests with different needs and abilities.

Definitions

Persons with Disabilities: Any person that has a disability as defined under the Ontario Human Rights Code (e.g. Person with a Visual Impairment, Hearing Impairment or Learning Disability etc.).

Service Animals: Animals specially trained to assist a person with a disability.

Support Persons: Any person that accompanies and assists a person with a disability.

Service Animals

Service animals will be allowed access to our premises, except in areas where otherwise prohibited by law (e.g. Food Preparation Areas).

Where service animals are not clearly identified, a staff member will ask the owner to provide appropriate documentation.

Assistive Devices

All premises are accessible (some with assistance), and allow the use of assistive devices, including but not limited to:

- Wheelchairs
- Walkers
- White Canes
- Note taking devices
- Portable magnifiers
- Recording machines
- Assistive listening devices
- Personal oxygen tanks
- Devices for grasping

Support Persons

With the Grain shall waive any applicable fees to company run events (e.g. public workshops) for any non-participating support person that accompanies a person with a disability. Should a support person participate partially or fully, they will only be charged for the cost of goods or materials they used or consumed.

Unless there is a genuine safety concern, support persons shall be allowed to accompany the guest at all times. If confidential information needs to be shared, consent will be obtained from the guest, prior to any conversation.

Feedback Process

With the Grain shall provide guests with the opportunity to provide feedback on the service provided to them. Feedback forms will be accessible on location in our service areas or available upon request. Additionally, alternate methods of providing feedback such as, verbally, over the phone, through fax or email are welcomed.

All guests requesting a response will receive acknowledgement of their feedback, along with any information on resulting actions based on concerns or complaints that were submitted. All guest feedback will be logged and reviewed regularly to confirm if actions are necessary and have been taken.

Notice of Disruptions in Service

With the Grain will provide as much advance notice as possible regarding any planned or unplanned disruption in service, or availability of accessible products / services.

Service Disruptions will be posted in writing at all entrances, and at the point of disruption. Where possible, we will make every effort to provide notice to guests over the phone, and on our website.

Training

All new Staff will receive training on WtG's Accessible Customer Service Policy and True Hospitality Guidelines during their initial Orientation and Training period, which will include best practices for creating an accessible environment and respectful experience for guests with various types of needs and abilities.

Responsibilities

Accessibility Coordinator

The Accessibility Coordinator is appointed by With the Grain and shall:

1. Review this policy on an annual basis, and revise where necessary.
2. Provide customers and interested parties with a copy of this policy upon request.
3. Make this policy available in alternate formats upon request.
4. Ensure that all staff members are appropriately trained regarding the customer service accessibility act.
5. Ensure that notice is provided for any disruption of service.
6. Ensure that customer feedback is collect and followed up on.

Employees

All staff will be required to:

1. Attend and complete True Hospitality Training.
2. Provide consistently high levels of customer service to all customers, and ensure that they are served in a manner that allows access to all products and services offered.
3. Employ the skills and knowledge presented in True Hospitality training program to ensure that customers are served appropriately.
4. Inform managers or Accessibility Coordinator of any issues regarding accessibility, or disruptions in service.
5. Adhere to this Policy at all times.
6. Provide assistance to customers where necessary,
7. Obtain consent from the customer in the event that confidential information must be shared with a support person.