

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Souvenir City Headquarters 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 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 or for admission to **Souvenir City Headquarters'** premises. **Souvenir City Headquarters is a free attraction.**

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (**accessible washrooms and ramps**), **Souvenir City Headquarters** 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 washroom area when the accessible washrooms are not available, and if the accessible ramp is not available, it will be placed at the appropriate ramp area.

Training for staff

Souvenir City Headquarters will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Sales Associates, Supervisors, Food Court Attendants, Food Court Manager, Administrative Staff, and Rossi Glass employees.

This training will be provided to staff **within the first month of employment.**

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - **Souvenir City Headquarters'** 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 **Souvenir City Headquarters'** goods and services
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Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **Souvenir City Headquarters'** provides goods and services to people with disabilities can do so via **e-mail or mail**. All feedback will be directed to **Attention: Health and Safety Manager, souvenircity@cogeco.net, or 4199 River Road, Niagara Falls, ON L2E 3E7.**

Customers can expect to hear back within **14 days**. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of **Souvenir City Headquarters'** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
