

Carpaccio Italian Ristorante & Bar

Accessible Customer Service Standard Compliance Policy December 2014

PURPOSE:

Carpaccio Italian Ristorante & Bar is committed to being responsive to the diverse needs of all its customers by striving to provide equal access to its services, facilities, including people with disabilities.

RATIONALE:

Carpaccio Italian Ristorante & Bar will develop policies, procedures and practices which address integration, independence, dignity and equal opportunity, to comply with the legislative requirements prescribed under the Accessibility for Ontarians with Disabilities Act (AODA) and to promote accessibility.

SCOPE:

This policy applies to Management and Staff of Carpaccio Italian Ristorante & Bar, including contractors and any other people who interact with the public on behalf of Carpaccio Italian Ristorante & Bar.

ASSISTIVE DEVICES:

Individuals with disabilities may use their own personal assistive devices.

GUIDE DOGS, SERVICE ANIMALS:

Service animals are allowed to accompany any individual with a disability wherever they need to go while accessing services from Carpaccio Italian Ristorante & Bar, unless the animal is otherwise excluded by law from the premises.

SUPPORT PERSONS:

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises.

NOTICE OF TEMPORARY DISRUPTIONS:

Carpaccio Italian Ristorante & Bar will provide customers with notice in the event of a planned or unexpected disruption in the services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last and any alternative services available (if any).

TRAINING:

Carpaccio Italian Ristorante & Bar will provide training to employees to raise awareness about providing services to persons with disabilities.

FEEDBACK PROCESS:

The public can provide feedback on the accessibility for our customers with disabilities by:

mail addressed to 6840 Lundy's Lane, Niagara Falls, ON L2G 1V6

phone to 905-371-2063

in person at 6840 Lundy's Lane, Niagara Falls, ON L2G 1V6

by email to info@carpacciorestaurant.com

Feedback will be responded to within 7 business days of its receipt by Carpaccio Italian Ristorante & Bar.