

**Mick & Angelo's Eatery and Bar/Candlelight Motor Inn** is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

Although **Mick & Angelo's Eatery and Bar/Candlelight Motor** does not provide assistive devices, we would be pleased to assist with customer owned devices as required with instruction.

### **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 who accompany a person with a disability into **Mick & Angelo's Eatery and Bar**. Fees will only be charged if a support person orders food or drinks from the menu.
- Fees (regular rate) will be charged to the support person for stays at the **Candlelight\Motor Inn**.

We will notify customers of this through a notice posted on our premises.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **such as availability of ramps, etc., Mick & Angelo's Eatery and Bar/Candlelight Motor Inn** 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 posted on **the front door of the premises**.

### **Training**

**Mick & Angelo's Eatery and Bar/Candlelight Motor Inn** will promptly provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Mick & Angelo's Eatery and Bar/Candlelight Motor Inn's** plan related to the customer service standard.
- 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 **Mick & Angelo's Eatery and Bar/Candlelight Motor Inn's** goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way **Mick & Angelo's Eatery and Bar/Candlelight Motor Inn's** provides goods and services to people with disabilities are encouraged to submit their feedback **via on duty manager, comment card or via email directly to management at [ralphb@micks.ca](mailto:ralphb@micks.ca).**

All feedback, including complaints, will be **directed to the owner/manager for review.**

Customers can expect to hear back in **5 business days on next steps.**

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

Any policy of **Mick & Angelo's Eatery and Bar/Candlelight Motor Inn** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## Accessible Customer Service Multiyear Plan

Plan	Target Date	Method
Make emergency & public safety info accessible on request	2012	The emergency plan is filed in the management office. The on duty manager will review if required on request.
Provide individual emergency info to any employees with disabilities	2012	Individual 1:1 emergency training will be provided to employees with disabilities.
Create accessible policies and make them publicly available	2014	Create policies & post on website
Create accessibility plan and make publicly available	2014	Create multiyear plan & post on website
Website content to conform to WCAG 2.0 Level A	2014	Ensure website meets specifications. Develop plan to meet required specifications with website updates if indicated.
Train individuals on the Human Rights Code as it relates to people with disabilities	2014	Train new staff through onboarding and orientation, and existing staff in respect of any changes to accessibility policies
Make existing feedback processes accessible, upon request	2014	Add feedback process to accessibility policy and training. Policy to be included on website. Provide additional feedback process detail to floor managers.
Consider accessibility when procuring new furniture/self-service kiosks/equipment	2014	Incorporate accessibility requirements into procurement.
Notify potential hires with disabilities that accommodations can be made on recruitment and assessment processes	2015	Add to new hire advertising.

Put in place a written process to develop individual accommodation plans for employees with a disability.	2015	Investigate, develop project plan, then implement
Notify new hires and employees of our policies for accommodating employees with disabilities	2015	Add to job postings. Add to new hire orientation Notify any existing employees with disabilities.
Put in place a return to work process for employees that have been absent due to a disability	2015	Review Early and Safe Return to Work Process. Edit as necessary.
Take into account the accessibility needs of employees with disabilities for performance management, career development/advancement and/or redeployment	2015	Investigate, develop project plan, then implement
Make public information accessible, upon request	2015	Investigate options and then provide accessible formats and communications supports for persons with disabilities. Notify the public about availability of accessible formats and communication supports. (Washroom doors, menus, signs/posters, comment cards, etc.
Incorporate accessibility requirements into remodels.	2018 (or earlier if indicated)	Review seating, washrooms, doors (auto openers), routes, washrooms (braille/grab bars). Incorporate requirements into remodels.
Website content to conform to WCAG 2.0 Level AA	2020 (or earlier if indicated)	Ensure website meets specifications. Develop plan to meet required specifications with website updates if indicated.
Conduct annual accessibility audits	Annually	Review customer feedback. Solicit employee feedback. Build recommendations into plans.