

# **Reesor's Market & Bakery and**

## **Reesor Farm Market**

### **Accessible Customer Service Plan**

#### **Providing Goods and Services to People with Disabilities**

Reesor's Market & Bakery and Reesor Farm Market **are** 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 we have on site or that we provide 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 are not charged for anyone entering our premises,

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Reesor's Market and Bakery and Reesor Farm Market 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 Reesor Farm Market and/or Reesor's Market & Bakery.

## **Training**

Reesor's Market and Bakery and Reesor Farm Market will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

All staff who have contact with the public

This training will be provided to staff at the commencement of employment, and on an ongoing basis as required.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Reesor's Market and Bakery and Reesor Farm Market'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
- How to use the any equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Reesor's Market and Bakery and Reesor Farm Market goods and services. 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 Reesor's Market and Bakery and Reesor Farm Market provides goods and services to people with disabilities can give feedback verbally to staff or by e-mail to [jay@reesorfarm.com](mailto:jay@reesorfarm.com).

All feedback, including complaints, will be handled by the on site manager and reference with the business owner.

Customers can expect to hear back within one week of making a complaint.

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

Any policy of Reesor's Market and Bakery and Reesor Farm Market that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.