



In Accordance with the Accessibility for Ontarians with Disabilities Act 2005, (AODA), 541 Eatery and Exchange has documents on file that comply with the Accessibility Standards for Customer Service, Regulation 429/07 as follows:

Accessibility for Ontarians with Disabilities Act – Customer Service Policy

Tips for Notifying of Disruption of Service

Best Practice Tips: Deaf or Hard of Hearing

Best Practice Tips: vision Disabilities

General Tips for Working with Assistive Devices

General Tips for Working with a Support Person

General Tips for Handling Service Animals

Best Practice Tips: Deaf-Blind

Best Practice Tips: Physical Disabilities

Best Practice Tips: Speech or Language Disabilities

Best Practice Tips: Mental Health Disabilities

Best Practice Tips: Intellectual Disabilities

Best Practice Tips: Learning Disabilities

Best Practice Tips: Talking to People with Disabilities over the Phone

Best Practice Tips: Providing Service at the Customer's Home



Tips for Notifying of Disruption of Service

- ✓ Posting at the main entrances and the source of the disruption
- ✓ Phone and/or email notification to regular customers with scheduled appointments
- ✓ Include the service disruption on the 541 Eatery and Exchange website



Best Practice Tips: Deaf or Hard of Hearing

- ✓ People who are deaf or hard of hearing may communicate in various ways such as sign language, speech, and writing. Follow the customer's lead in communicating
- ✓ If the person writes, respond in writing. Have paper and pen handy if the person gestures they want to write
- ✓ If the person responds by talking and lip reading, look directly at them and enunciate clearly in a normal tone of voice. Keep your hands or any objects away from your mouth and face. Rephrase or substitute words rather than repeat yourself again and again
- ✓ Avoid directly asking the person if they lip read as this is culturally offensive to many
- ✓ Pointing is perfectly acceptable in the deaf community. Feel free to point to products or information
- ✓ In emergency situations assist the individual in recognizing and responding to the emergency
- ✓ Persons relying on the use of a hearing aid may find it difficult to hear in a noisy environment, suggest moving to a quieter location



Best Practice Tips: Vision Disabilities

- ✓ Identify yourself so the person knows who is talking, offer assistance, but wait until the person accepts your offer or makes a request
- ✓ When providing written material, offer to read or summarize it
- ✓ If you need to leave the person to get something, let them know where you are going and when you will return
- ✓ Be clear and precise when giving directions, e.g. two steps behind you, to your right, etc.
- ✓ Before opening the door, ask if they want you to open it and indicate whether the door opens to the left or right and if it is pulled or pushed
- ✓ If a person requests assistance with guiding or mobility:
 - Offer your arm, asking which arm is better and ask for further directions on how to proceed
 - Walk at a pace that works for the person and verbally advise of obstacles and the environment, such as announcing handrails, doors, stairs and describing the surrounding areas



General Tips for Working with Assistive Devices

- ✓ Be open and willing to work with assistive devices
- ✓ Focus on the customer and not the device
- ✓ Ensure the customer and assistive device have the appropriate amount of space
- ✓ Avoid blocking, knocking or bumping into assistive devices



General Tips for Working with a Support Person

- ✓ Introduce yourself to both the customer and the support person
- ✓ Talk directly to the customer, even if the support person is responding
- ✓ Address the customer appropriately, such as asking “how can I help you today?” as opposed to asking the support person “can you find out what they need?”
- ✓ Don’t try to have side conversations with the support person
- ✓ Provide any written materials to both the customer and the support person
- ✓ Ensure the customer and the support person are not separated
- ✓ Get permission from the customer prior to discussing confidential information



General Tips for Handling Service Animals

- ✓ Ensure the customer and their service animal are not separated
- ✓ Avoid touching, petting or talking to the animal – when the animal is out with the customer, it is working and should not be distracted
- ✓ Get permission before providing water or anything else to the animal



Best Practice Tips: Deaf-Blind

- ✓ Understand that communication can take some time and be patient
- ✓ Ask what would make the person the most comfortable and respect his/her needs to the maximum extent possible
- ✓ Avoid sudden movements or touching the customer that may catch him/her off guard, unless it is an emergency



Best Practice Tips: Physical Disabilities

- ✓ Always ask before touching or moving any assistive device
- ✓ Ensure the environment is clear and free of obstacles
- ✓ If you are providing one-on-one support, consider pulling up a chair and talking to the customer at their eye level



Best Practice Tips: Speech or Language Disabilities

- ✓ If you don't understand, it is okay to ask the person to repeat the information
- ✓ Consider asking closed-ended questions inviting a "yes" or "no" response
- ✓ Be understanding and reassuring



Best Practice Tips: Mental Health Disabilities

- ✓ Listening skills are important when dealing with such situations as you need to understand the real issue to know how you can offer help
- ✓ Ask how you can help and try to work with the person to find a solution
- ✓ Be confident, patient and reassuring



Best Practice Tips: Intellectual Disabilities

- ✓ Provide examples when sharing and providing information
- ✓ Remember that the person can make his or her own decisions
- ✓ Be patient and verify understanding
- ✓ Provide information in smaller chunks



Best Practice Tips: Learning Disabilities

- ✓ Respond to any requests for verbal information, assistance in completing forms and tasks with courtesy
- ✓ If necessary, allow extra time to complete tasks and projects



Best Practice Tips: Talking to People with Disabilities over the Phone

- ✓ Speak normally using clear plain language, don't shout, and listen carefully
- ✓ Avoid interrupting or interjecting to finish sentences
- ✓ Patiently wait while the person explains themselves
- ✓ It is okay to politely ask the person to repeat information if you do not understand
- ✓ When using a TTY phone or message relay service, remember to speak as you would normally addressing the person and not the operator



Best Practice Tips: Providing Service at the Customer's Home

- ✓ Confirm when you will arrive in advance
- ✓ Be patient, it may take the person longer to answer the door
- ✓ Introduce yourself clearly, including what company you are from
- ✓ If you do need to move the person's items, ask permission, tell the customer what you are doing and why and ensure that everything is returned to how it was when you arrived