

Tony Deodato & Sons Limited

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Tony Deodato & Sons Limited is committed to excellence in serving all customers including people with disabilities. Tony Deodato & Sons Limited is also committed to giving people with disabilities the opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and manner as other customers.

Assistive devices

Tony Deodato & Sons Limited 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. Tony Deodato & Sons Limited respects and permits the use of all assistive devices including walkers, wheel chairs, canes, oxygen tanks, hearing aids, speech generating devices etc.

Communication

Tony Deodato & Sons Limited will communicate with people with disabilities in ways that take into account their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

Service animals

Tony Deodato & Sons Limited welcomes 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities including access to our front office and access to our customer pickup door, Tony Deodato & Sons limited 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 front and side entrance to our building. It will also be emailed to any customers that this disruption may affect.

Training

Tony Deodato & Sons Limited will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

Management, Office staff and customer pickup staff

This training will be provided to staff within one month after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Tony Deodato & Son'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 customer pickup door.
- What to do if a person with a disability is having difficulty in accessing Tony Deodato & Sons limited's goods and services

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

Training records will be kept including a list of staff members trained, the dates they were trained and signatures.

Feedback process

Customers who wish to provide feedback on the way Tony Deodato & Sons Limited provides goods and services to people with disabilities can contact us by phone 613-548-3073, fax 613-548-4944, email deodato@bellnet.ca and in person at 100 Binnington Court, Kingston Ontario K7M 8S3.

All feedback, including complaints, will be directed to our Vice President, Michael Deodato.

Customers can expect to hear back in 7 business days

Notice of availability

Tony Deodato & Sons Limited will notify the public that our policies are available upon request by posting a notice in the front office. Copies of our policies can be emailed, faxed, delivered with your produce order or picked up at our front office.

Modifications to this or other policies

Any policy of Tony Deodato & Sons Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

January 2015