



Accessible Customer Service Policy

Intent

The King Edward Restaurant and Pub (1654116 Ontario Inc O/A King Edward Tavern (The), referred to hereafter as The King Edward Pub) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The King Edward Pub understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. This policy applies to the provision of goods and/or services to the public or other third parties, not to the goods themselves.

The King Edward Pub is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

The King Edward Pub is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities wherever possible.

The King Edward Pub's staff will do all that is reasonable to assist guests where

assistive devices cannot be permitted. 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, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- reading or explaining menu items to customers
- providing pen and paper or magnifying devices
- typing into customers electronic communication devices

We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their registered service animals as reflected in Ontario Regulation 429/07 and/or Ontario Regulation 562. Service animals are allowed on the parts of our premises that are open to the public. We will not interact with service animals without permission of the owner/handler. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (license, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Other verifiable forms of proof are a valid identification card signed by The Attorney General of Ontario (or other jurisdiction) or a certificate of training from a recognised

guide-dog or service animal training school. If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited from the following areas:

- kitchen
- food preparation and storage areas

Applicable Laws

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

The owner/handler who is accompanied by a guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies: If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, The King Edward Pub will make all reasonable efforts to meet the needs of all individuals.

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. In the case of a door fee or cover charge that fee will be waived for support persons (one per person). In certain cases, The King Edward Pub might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision The King Edward Pub will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If The King Edward Pub determines that a support person is required, we will waive the admission fee for the support person.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities The King Edward Pub 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.

Services/Facilities include:

- accessible washrooms
- low-top tables

The notice will be made publicly available in the following ways:

- posted signage at front entrance
- verbally by staff upon entering premises

Training

The King Edward Pub will provide accessible customer service training to:

- all employees who interact with the public
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf

Staff who interact with the public will be trained on accessible customer service within four weeks after being hired. Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

- The King Edward Pub's policies 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities including what to do if a person with a disability is having difficulty in accessing The King Edward Pub's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

The King Edward Pub welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Customers will be notified of how to provide feedback in the following ways:

- on our website via this document
- in person upon request

Customers who wish to provide feedback on the way The King Edward Pub provides goods, services or facilities to people with disabilities can provide feedback in the following ways:

- via email <mailto:info@thekingedward.com>
- by phone to the Manager on Duty (519-666-1991)
- in person to the Manager on Duty

All feedback, including complaints, will be handled in the following manner:

- all feedback will be reviewed by our Management team
- customers can expect to hear back in 2-3 days in most cases
- The King Edward Pub will make sure our feedback, replies and follow-up process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

The King Edward Pub will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following locations/ways:

- on our website thekingedward.com
- The King Edward Pub will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

Any policies of The King Edward Pub that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

(Note: Please be advised that our building has 5 steps at the entrance and does not have wheelchair accessibility ramps/lifts)