

The Upper Deck Tap House & Grill

Accessible Customer Service
Standard Customer Policy
Dec 2014

PURPOSE:

The Upper Deck Tap House & Grill is committed to being responsive to the diverse needs of all its customers by striving to provide equal access to its services, facilities, including people with disabilities.

RATIONALE:

The Upper Deck Tap House & Grill will develop policies, procedures and practices which address integration, independence, dignity and equal opportunity, to comply with the legislative requirements prescribed under the Accessibility for Ontarians with Disabilities Act (AODA) and to promote accessibility.

SCOPE:

This policy applies to Management and Staff of The Upper Deck Tap House & Grill, including contractors and any other people who interact with the public on behalf of The Upper Deck Tap House & Grill.

ASSISTIVE DEVICES:

Individuals with disabilities may use their own personal assistive devices.

GUIDE DOGS, SERVICE ANIMALS:

Service animals are allowed to accompany any individual with a disability wherever they need to go while accessing services from The Upper Deck Tap House & Grill, unless the animal is otherwise excluded by law from the premises.

SUPPORT PERSONS:

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and

are not prevented from having access to each other while on the premises.

NOTICE OF TEMPORARY DISRUPTIONS:

The Upper Deck Tap House & Grill will provide customers with notice in the event of a planned or unexpected disruption in the services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last and any alternative services available (if any).

TRAINING:

The Upper Deck Tap House & Grill will provide training to employees to raise awareness about providing services to persons with disabilities.

FEEDBACK PROCESS:

The public can provide feedback on the accessibility for our customers with disabilities by:

mail addressed to 210 Martindale Road, St. Catharines, ON L2S 0B2

phone to 905-682-3325

in person at 210 Martindale Road, St. Catharines, ON L2S 0B2

by email at info@upperdecktaphouse.com