

Blackshop Restaurant and Wine Bar  
595 Hespeler Road, Cambridge, Ontario, Canada N1R 6J3  
Tel 519 621-4180 Fax 519 622-2226 Email [info@blackshop.ca](mailto:info@blackshop.ca)

## Accessible Customer Service Plan

**At Blackshop Restaurant & Wine Bar, we are committed to providing exceptional service to all of our guests, including people with disabilities**

### Assistive Devices

We will ensure that all staff are trained and familiar with various assistive devices such as: communication aids, cognition aids, personal mobility aids, and medical aids which may be used by customers with disabilities while accessing our facilities.

These assistive devices may include the following:

- manual and motorized wheelchairs
- canes, crutches and walkers
- white canes (for the blind)
- hearing aides
- magnifiers
- oxygen tanks
- electric communication devices

Publicly accessible areas of Blackshop premises include the following assistive devices, as appropriate:

- automatic door openers
- ramp
- handicapped bathrooms

### Communication

All our staff 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 animals which have been trained to assist people with different kinds of disabilities to overcome barriers. This includes dogs used by people who are visually impaired, hearing alert animals for people who are hearing impaired, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

To be considered a service animal under the Customer Service Regulation, it must be either readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that the person requires the animal.

Blackshop will permit any person with a disability to enter its publicly accessible premises with a service animal and to keep the animal with him or her, unless the animal is otherwise excluded by law.

## Support Persons

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or with access to facility or services. Personal care needs may include: physically transferring an individual from one location to another, or assisting an individual with the restroom. Medical needs may include monitoring a person's health, or providing medical support by being available in the event of seizure.

Blackshop may require that a person with a disability access its facilities with the participation of a support person where accessing the services without a support person would pose a significant risk to the health and safety of the person with a disability.

## Notice of Temporary Disruption

In the event of planned or unexpected disruption to services or facilities for customers with disabilities, Blackshop will notify customers promptly. This clearly posted notice will include information about the reason for disruption and its anticipated length of time. The notice will be placed visibly at the front entrance.

## Training

Blackshop Restaurant and Wine Bar will provide training to all employees who come into contact with customers and deal with the public 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 facilities and services.

This training will be provided to all new hires along with their initial training at Blackshop.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and their requirements of the customer service standard.
- Blackshop'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's disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing Blackshop's facilities and services.
- Staff will also be trained when changes are made to the accessible customer service plan.

## Record of Training and Compliance

Blackshop will keep a record of all training provided under the Accessibility for Ontarians with Disabilities Act and the Customer Service Regulation, including the dates on which the training was provided and the number of individuals who have received the training.

Blackshop will file an accessibility report at the end of the calendar year in accordance with the Customer Service Regulation of the Accessibility for Ontarians with Disabilities Act, 2005.

## Feedback Process

Customers who wish to provide feedback on the way Blackshop provides facilities and services to people with disabilities can do so through e-mail, verbally, or on a comment card. All feedback including complaints will be directed to a manager or owner of Blackshop. Customers can expect to hear back within a week of placing the complaint.

## Notice of Availability

Blackshop Restaurant and Wine Bar will notify our customers that our policies are available upon request.

## Modifications to this or Other Policies

Any policy of Blackshop Restaurant and Wine Bar that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## HOW TO GET MORE INFORMATION

Our staff will be happy to answer any questions you may have about our facility and accessible customer service plan. If you would like more information about our policies, or you wish to register a complaint, please contact:

- Blackshop Management Team
- Business Telephone: 519-621-4180
- Business E-mail: [info@blackshop.ca](mailto:info@blackshop.ca)
- Business Address: 595 Hespeler Rd, Cambridge, ON N1R 6J3