

GUEST SERVICE - PEOPLE WITH DISABILITIES



POLICY STATEMENT

In fulfilling our mission, The Royal Oak strives at all times to provide its goods and services in a way that respects dignity, independence, integration and equality of opportunity to all guests. We strive to maintain a barrier free work place.

DEFINITIONS

Accessible means guest service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached or entered; obtainable.

Assistive Devices means any auxiliary aid such as communication aids, cognitive aids, personal mobility aids and medical aids (i.e. Canes, crutches, wheelchairs, etc.) to access and benefit from the goods and services of The Royal Oak.

Barrier means any anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include physical, architectural and attitudinal barriers as well as any information or communication barriers, technological barriers or a policy, procedure or practice.

Disability means:

- Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on guide dog, or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- Any injury or disability for which benefits were claimed or received under the insurance plan established under the provincial workers compensation legislation.

Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed under the applicable legislation.

Service Animal is an animal for a person with a disability, if it is readily apparent that

the animal is used by the person for reasons relating to his/her disability; or if the person provides a letter from a physician or nurse confirming that the person requires that animal for reasons relating to the disability.

Support Person means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.

2. Notice of Temporary Disruption

The Royal Oak will provide guests with notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. This notice will be clearly posted in an area that is visible by customers, preferably at the entrance of the pub.

3. Accessibility Training

The Royal Oak will make best efforts to ensure that all staff are trained on the provision of goods and services to persons with disabilities. This training will include but is not limited to:

Consider a person's disability when communicating with them:

If you are unsure of what to do, ask your customer "may I help you".

Avoid stereotyping and making assumptions.

Be patient.

Treat the customer with the same respect all other customers receive.

We allow assistive devices such as wheelchairs (where able), listening devices, canes, etc.

Do not touch or handle assistive devices without the customers consent.

Do not move items such as canes or walkers out of customers reach.

We allow service animals. Guide dogs are not the only type of service animal. Other animals, such as cats or rabbits, can be trained to help people with disabilities too.

Service animals are not allowed in kitchen areas.

Remember a service animal is not a pet - it is working.

Do not touch or address the service animal.

Your customer is responsible for the care and supervision of their service animal.

If it is not readily apparent that the animal is a service animal, you are not required to allow the animal on premise if the customer does not have a letter from a physician or an identification card from the Ministry of Attorney General.

4. Feedback Process

The ultimate goal of The Royal Oak is to meet and surpass the guest expectations while serving guests with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

The Royal Oak accepts feedback from the public in a variety of methods including:

- Phone
- In person
- Fax
- Email
- Website

All feedback will be reviewed and complaints will be investigated and follow up will be provided if requested by the guest.

5. Notice of Availability of Documents

The Royal Oak will provide the public with the documents relating to the Accessibility Standards for Guest Services upon request.

6. Format of Documents

If The Royal Oak is required by legislation, to provide a copy of a public document to a person with a disability, the company will take into account the person's ability to access the information and will provide the public document or information contained in the public document in a format that meets those needs as agreed upon with the person.