

Mama Mia's Italian Eatery

**Accessible Customer Service
Standard Compliance Policy
2019**

PURPOSE:

Mama Mia's Italian Eatery 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:

Mama Mia's Italian Eatery 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 Mama Mia's Italian Eatery, including contractors and any other people who interact with the public on behalf of Mama Mia's Italian Eatery.

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 Mama Mia's Italian Eatery, unless the animal is otherwise excluded by law from 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:

Mama Mia's Italian Eatery 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 service available (if any).

TRAINING:

Mama Mia's Italian Eatery will provide training to employees to raise awareness about providing services to persons with disabilities.

FEEDBACK PROCEES:

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

- mail address to 5845 Victoria Ave, Niagara Falls, ON L2G 3L6
- phone to 905-354-7471
- in person at 5845 Victoria Ave, Niagara Falls, ON L2G 3L6
- by email to mamamias@cogeco.net

Feedback will be responded to within 7 business days of its receipt by Mama Mia's Italian Eatery.