

BLUE DANUBE SAUSAGE HOUSE

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Management and staff of Blue Danube Sausage House are committed to excellence in servicing all customers including people with disabilities. There is a dedicated parking spot, an entry door assistance device and a public washroom that is accessible to customers with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with the automatic entrance retail door opener assistive device and the fully accessible washroom. We provide (call in, pick up, personal shopper, carry out service) that may be used by any customer and any customers with disabilities while accessing our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability including accessible formats and or communication supports from our website or office computer upon request that meets the needs of the customer.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed in the retail areas (in front of display units) of our premise that are open to the public.

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 premise. There is no charge for the support person. We will notify customers of this through a notice posted on our premise and company website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Blue Danube Sausage House 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.

We will notify customers of this through a posted notice on our premise and company website.

Training

Blue Danube Sausage House will provide training to employees, volunteers and others who deal with the public or other third parties 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 goods and services.

Training continued

Individuals in the following positions; Supervisors, sales personal, customer service representative positions will participate in the online training program

<https://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> and the respective scored test to confirm knowledge of the training program. Any new hired in those positions will be trained within 3 months from hiring. Staff will also receive refresher training when changes are made to our plan.

Training will include:

- An overview of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Blue Danube Sausage House'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 with disabilities who use an assistive device or require the assistance of a service animal or a support worker
- What to do if a person with a disability is having difficulty in accessing Blue Danube Sausage House's goods and services

Feedback Process

Customers who wish to provide feedback on the way Blue Danube Sausage House provides goods and services to people with disabilities can send us an email via our company website info@bdsh.ca , write a letter or verbally by asking for a management member.

All feedback, including complaints, will be directed to our vice-president Victoria Jackson @ victoria@bdsh.ca and the customer can expect to hear from her within 3 business days.

Notice of Availability

Blue Danube Sausage House will notify the public that our policies are available upon request by posting this policy in the retail area by the front door entrance and on our company website.

Modifications to This or Other Policies

Any policy of Blue Danube Sausage House that does not respect and promote the dignity and independence of people with disabilities will be modified as required in a timely manner.

This document is available on request.

This document is available in an alternative format on request.

Matt Balega
Director of Operations
April 18, 2024