

# **Mama Mia's Italian Eatery**

## **Accessible Customer Service Standard Compliance Policy 2017**

**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 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 TEMPORAR 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 services 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 PROCESS:**

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

- mail addressed to 5719 Victoria Ave, Niagara Falls, ON L2G 3L5
- phone to: 905-354-7471
- in person at: 5719 Victoria Ave, Niagara Falls, ON L2G 3L5
- by email to: [mamamia@bellnet.ca](mailto:mamamia@bellnet.ca)

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