



OLIVER & BONACINI

RESTAURANTS

ACCESSIBILITY for ONTARIANS with DISABILITIES ACT (AODA) STANDARDS for CUSTOMER SERVICE

This policy is intended to meet the requirements of Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005. All Oliver & Bonacini employees will adhere to the following service standards/guidelines:

At Oliver & Bonacini Restaurants, service is our highest priority. As an organization, we are committed to excellence in serving all guests including persons with disabilities in a way that respects dignity and independence. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as others guests.

This policy applies to all employees, volunteers and others who deal with the public or other third parties on O&B's behalf.

O&B's commitment is demonstrated in the areas of:

Assistive Devices:

We will ensure that our employees are trained and familiar with various devices that may be used by customers with disabilities while accessing our goods or services.

Communication:

We will communicate with persons with disabilities in ways that take into account their disability.

Service Animals:

We welcome persons with disabilities and their service animals. Service animals are allowed in all front of house areas, including the dining room, washrooms, bar area and patio.

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them anywhere on our premises. Special fees and discounts do not apply to support persons at an O&B location.

Notice of Temporary Disruption:

Oliver & Bonacini Restaurants provides guests with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for disruption, its anticipated duration and a description of alternative facilities or services, if available. Information regarding accessible services and facilities can be found on [Oliver & Bonacini website](#).

Training:

O&B provides training to all employees, volunteers and others who deal with the public or third parties on our behalf.

Training includes the following:

- Accessibility for Ontarians with Disabilities Act, 2005
- How to welcome guests with disabilities
- How to serve guests with different kinds of disabilities
- How to help guests who use assistive devices
- What to do when guests with disabilities need help accessing O&B's goods and services
- How to communicate and provide notice of temporarily unavailable facilities or services
- How guests can provide feedback regarding accessibility at O&B

Feedback:

Oliver & Bonacini Restaurants will also provide people with the opportunity to give feedback on the services and facilities provided to persons with disabilities. Comments on our services and facilities are welcomed and appreciated. Opportunity to provide feedback is [available online](#) and comments are also welcomed by mail, telephone or in person by arranging an appointment. All feedback will be reviewed and individuals can expect to hear back within a timely manner.

Oliver & Bonacini Restaurants

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