

POLICY NAME:	<b>Accessibility for Ontarians with Disabilities</b>	<b>Revised June 2016</b>
OBJECTIVE:	<b>To communicate how we are committed to excellence in serving all customers, including those with a disability</b>	

Diamond Estates Wines and Spirits Ltd is committed to providing its goods and services in a way that respects the dignity and independence of those people with disabilities. This includes people with any degree of physical, mental/developmental, and/or learning disability. We are also committed to giving people 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 other customers.

**Providing Goods and Services to People with Disabilities**

Diamond Estates Wines and Spirits Ltd will carry out our functions and responsibilities in the following areas:

*Communication-* we will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact with people with various types of disabilities.

*Assistive Devices-* we are committed to serving people who use assistive devices including a technical aid, communication device or medial aid; to obtain, use or benefit from our goods and services. We will ensure that staff is trained and familiar with various devices that may be used by customers with disabilities while accessing our goods and services.

*Support Persons-* we are committed to welcoming people with disabilities who are accompanied by a support person (i.e. a person who helps a person with a disability with communication, mobility, personal care, or medical needs). At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Support persons who are not consuming any products will not be charged, however they will be charged accordingly for any products or services they choose to purchase (ie. a tasting, participating in structured tasting programs, etc.).

*Service Animals-*we are committed to welcoming people with disabilities who are accompanied by a service animal (i.e. an animal used by a person with a disability for reasons relating to his/her disability) on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff members are properly trained in how to interact with service animals

**Notice of Temporary Disruption**

Diamond Estates Wines and Spirits Ltd will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services if available. Notice will be given by posting the information in a conspicuous place in the location affected.

**Training for Staff**

Diamond Estates Wines and Spirits Ltd will ensure all employees and members of the organization receive training as required by the Accessibility Standards for Customer Service. This training will be provided to applicable new employees within their probationary period of employment and on a continuing basis as required.

*Training will include:*

- The purpose of the accessibility legislation and the requirements of 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 support person
- What to do if a person with a disability is having difficulty in accessing Diamond Estates' goods and services.
- Diamond Estates policies, practices and procedures relating to the customer service standard.

### **Feedback Process**

The ultimate goal is to meet and surpass customer expectations while serving customers with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated. Feedback can be directed to:

Telephone: 905-641-1042 ext 222

Fax: 905-988-1336

Mail: 1067 Niagara Stone Rd, Niagara on the Lake, ON L0S 1J0

Email: [HR@diamondwines.com](mailto:HR@diamondwines.com)

Customers can expect a response within 10 business days.