



# Accessibility Standard For Customer Service

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Customer Accessibility Information

March 2012

# Foreword

This booklet has been created by the New Sarum Diner. It meets the requirements of the *Accessibility for Ontarians with Disabilities Act (2005)* and the requirements of the customer service standard.

This booklet will outline for customers and staff (with additional staff training\*):

- Plans to provide customers with adequate locations necessary to meet their physical needs outside of and within the New Sarum Diner (e.g. accessible seating, restrooms, entrances/exits, and parking spaces)
- Plans that indicate possible physical barriers to someone with mobility issues.

Should any customer require a copy of this document, he/she should speak to his/her server for a copy.

Should any customer wish to register any comments or complaints regarding accessibility issues, he/she should speak directly to management at 519-773-3101. If someone is not available immediately, we will aim to address the issue within 48 hours. A copy of our accessibility plan is available on our website:

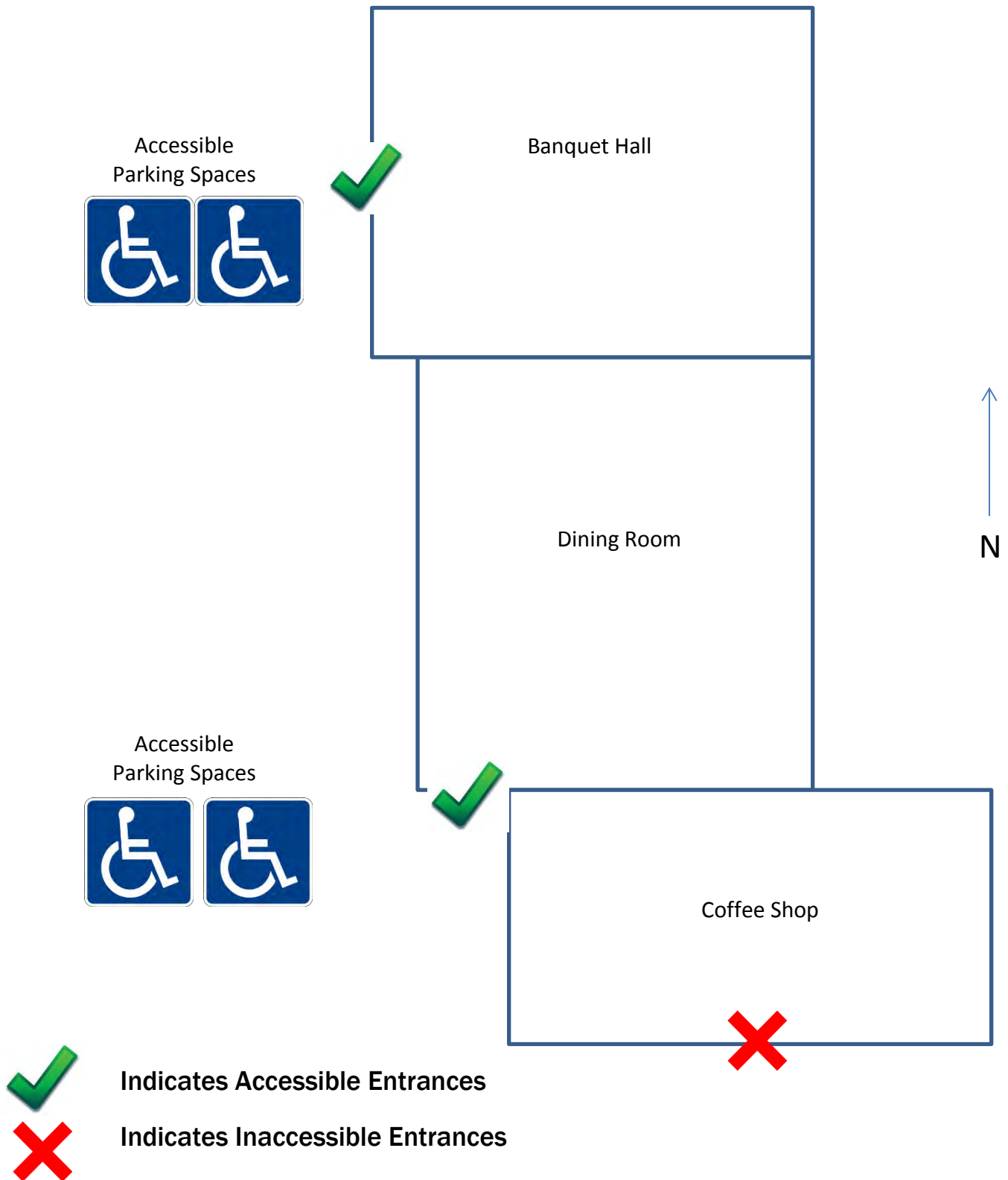
[www.newsarum.com](http://www.newsarum.com).

**\*All staff are to be trained on this Act upon hire, and annually thereafter. Staff will learn:**

- An overview of the *Accessibility for Ontarians with Disabilities Act (2005)*
- The organization's plans to provide accessible customer service
- How to interact with those with various types of disabilities
- How to interact with people with disabilities who use assistive devices
- What to do if a person with a disability is having difficulty accessing the organization's goods or services
- Where to direct a person who requests information about the organization's accessibility plan, or where to direct complaints or issues should they arise.

The term "assistive devices" is a term given to devices/aides used by a person with long-term or short-term physical disabilities to assist them in their basic needs and to help them to function independently in public and in private. They include (but are not limited to) walkers, oxygen tanks, canes, crutches, computer-assistive technology, and wheelchairs. The term "small assistive devices" includes those items that are generally portable and do not take up more (approximate) floor space than one standard restaurant chair and are not generally required by a person during the course of a meal service (i.e. items that can easily and safely be placed in an area other than the areas immediately adjacent to the tables. Service dogs have been accounted for in their own category for the purpose of this document.

# Aerial View of Accessible Entrances and Parking Spaces (Fig. 1.1)



## **The Coffee Shop**

The coffee shop is *not* fully accessible.

### **Seating**

- Tables and chairs cannot be moved to accommodate wheelchairs, so it is not recommended that wheelchairs use the coffee shop for dining. There is space, however, for small assistive devices that are not needed while the customer is seated in our restaurant seating. Ask your server for these locations. (Fig. 1.2)

### **Locations for Assistive Small Devices During Meal Service**

- Assistive devices are not permitted in the aisles adjacent to the tables or the counter barstools as these areas must be kept clear for wait staff. Placing devices in the aisle would pose a serious safety issue for customers and staff. The safety of our customers and staff is paramount.
- Small assistive devices can be placed safely behind the seating areas indicated in fig. 1.2 or at the discretion of the server. The lobby area is also available for assistive devices not needed by the customer during meal service. (Fig. 1.3). Assistive devices may only be placed away from the customer with the permission of the customer.

### **Restrooms**

- Restrooms are located up three stairs at the south end of the coffee shop and are inaccessible for wheelchairs. Customers with mobility issues who are eating in the coffee shop can use the fully accessible restrooms located in the dining room area.

### **Service Dogs**

- Service dogs are permitted under the table where they will be safely out of aisles.

## ***The Dining Room***

The dining room is accessible with minor exceptions.

### ***Seating***

- Tables and chairs are fully moveable. Customers requiring assistive devices during their meal service can sit nearly anywhere on the main level of the dining room. Customers who require extra room for assistive devices can ask his/her server for best locations in the dining room. Keep in mind that safety is important to our customers and our staff, so aisles need to be kept clear. While it is not required, it is recommended that customers with special needs phone ahead so staff can make appropriate arrangements.
- The 'upper level' of the dining room is one step up and is *not* fully accessible.

### ***Locations for Assistive Devices During Meal Service***

- Assistive devices are not permitted in the aisles as these aisles must be kept clear for wait staff. Placing devices in the aisle would pose a safety issue for customers and staff. The safety of our customers and staff is paramount. There may be areas within the dining room that are better suited to accommodate such devices if they are needed by the customer. Please see your server or management for the most appropriate locations. *The placement of such devices is at the discretion of the server, particularly if the device poses a safety issue.*
- Assistive devices not required by the customer during the meal service can be placed safely in the lobby or in an area within the dining room as directed by the server or management. (Fig. 1.3). Assistive devices may only be placed away from the customer with the permission of the customer.

### ***Restrooms***

- Restrooms are located to the north of the stone fireplace. They are fully wheelchair accessible.

### ***Service Dogs***

- Service dogs are permitted under the table where they will be safely out of aisles.

## ***The Banquet Hall***

The banquet hall is fully accessible.

### ***Seating***

- Tables and chairs are fully moveable. Customers requiring assistive devices during their meal service can sit anywhere in the banquet hall. Customers who require extra room for assistive devices can ask his/her server for best locations in the hall. Keep in mind that safety is important to our customers and our staff, so aisles need to be kept clear. While it is not required, it is recommended that customers with special needs phone ahead so staff can make appropriate arrangements.

### ***Locations for Assistive Devices During Meal Service***

- Assistive devices are not permitted in the aisles as these aisles must be kept clear for wait staff. Placing devices in the aisle would pose a safety issue for customers and staff. The safety of our customers and staff is paramount. There may be areas within the hall that are better suited to accommodate such devices if they are needed by the customer. Please see your server or management for the most appropriate locations. *The placement of such devices is at the discretion of the server, particularly if the device poses a safety issue.*
- Assistive devices not required by the customer during the meal service can be placed safely in the coat area or in an area within the hall as directed by the server or management. (Fig. 1.4). Assistive devices may only be placed away from the customer with the permission of the customer.

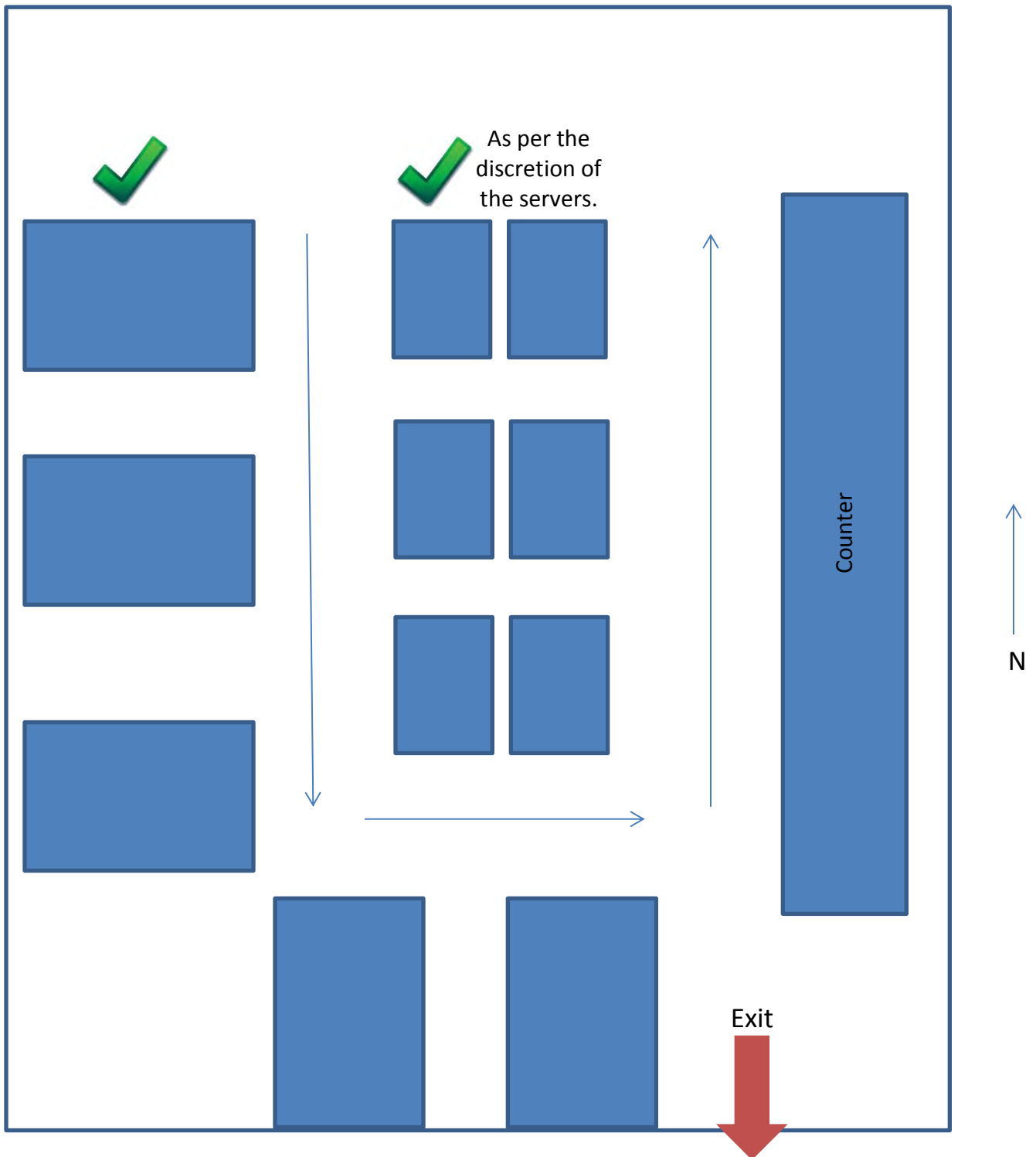
### ***Restrooms***

- Restrooms are located to the north of the hall. They are fully wheelchair accessible.

### ***Service Dogs***

- Service dogs are permitted under the table where they will be safely out of aisles.

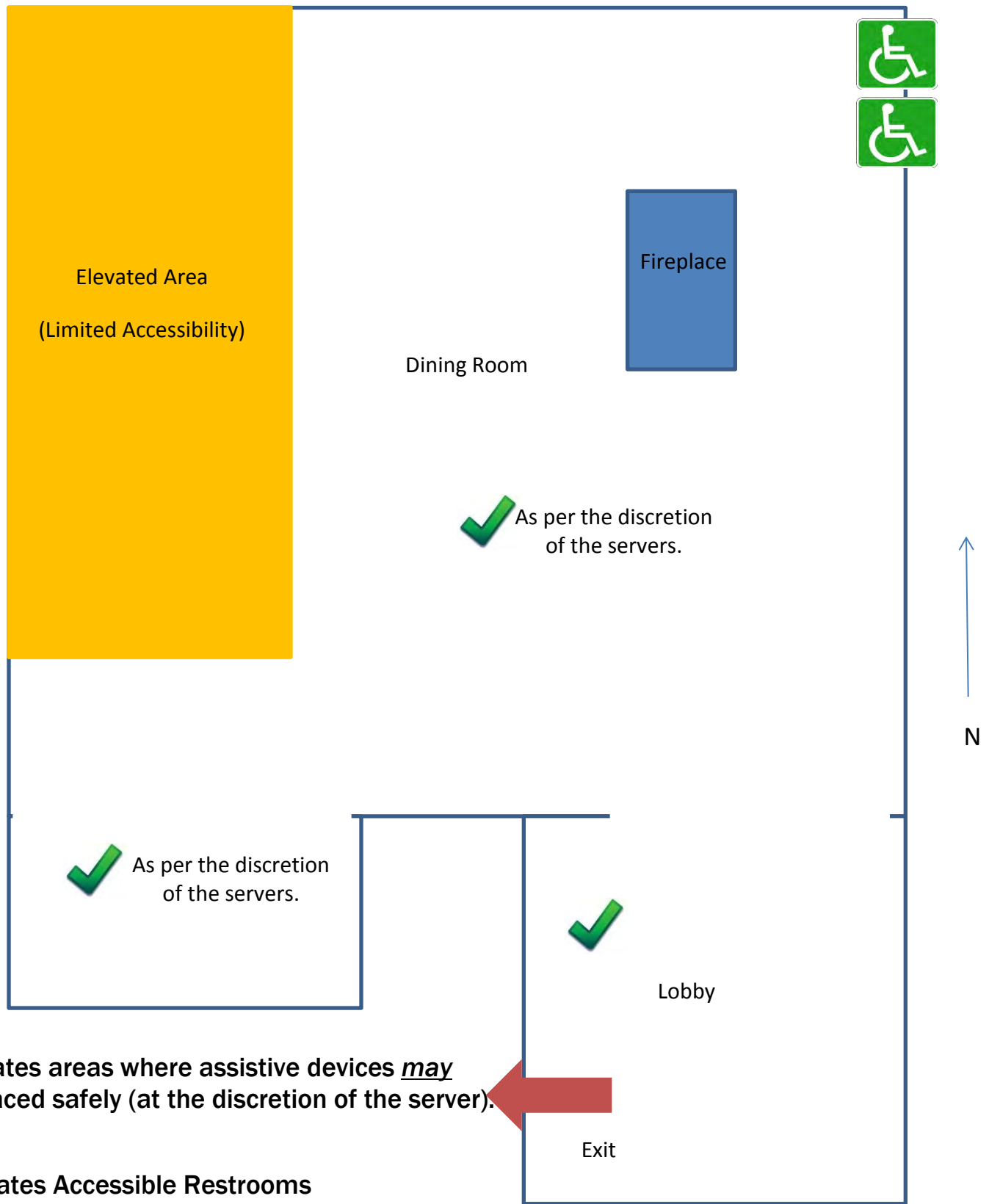
## Coffee Shop (Fig. 1.2)




→ Blue arrows indicate areas which must be kept clear during peak times.

✓ Indicates areas where assistive devices may be placed safely (at the discretion of the server).

# The Dining Room (Fig. 1.3)



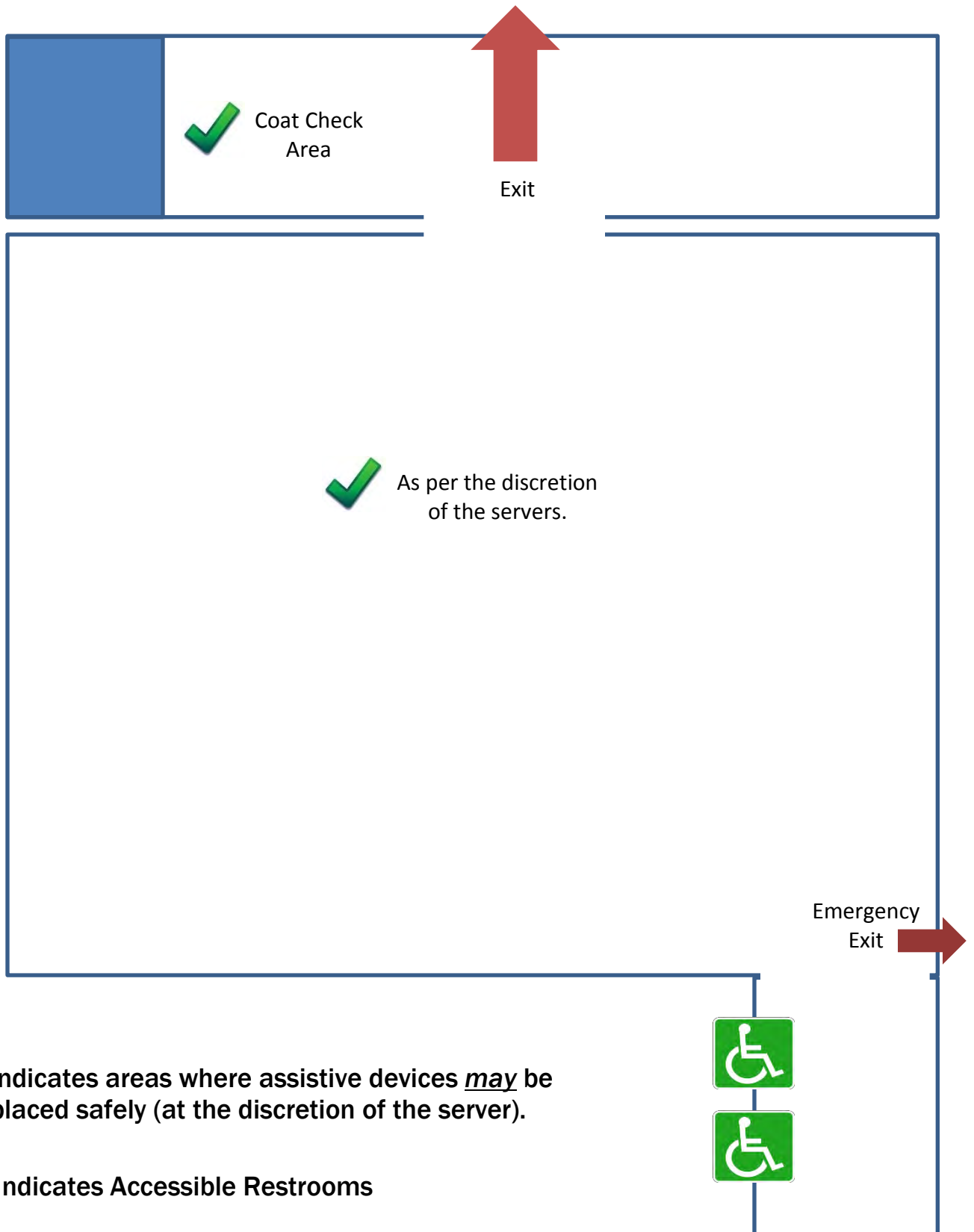
 Indicates areas where assistive devices *may* be placed safely (at the discretion of the server).


 Indicates Accessible Restrooms



# The Banquet Hall (Fig. 1.4)

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 Indicates areas where assistive devices *may* be placed safely (at the discretion of the server).

 Indicates Accessible Restrooms

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