**Accessible Customer Service Plan**

Providing Goods and Services to People with Disabilities

**Hurst Bakery**is committed to excellence in serving all customers including people with disabilities.

**Assistive devices**

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

**Communication**

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

**Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises 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 premises.

**Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Hurst Bakery**  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.

**Training for staff**

**Hurst Bakery** will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: Managers and Customer Service Staff.

This training will be provided to staff within six months of hire date.

Training will include:

* An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
* **Hurst Bakery**’s accessible customer service plan.
* 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 person
* What to do if a person with a disability is having difficulty in accessing Hurst Bakery’s goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

**Feedback process**

Customers who wish to provide feedback on the way **Hurst Bakery**  provides goods and services to people with disabilities can **email us at** [**hurstbakery@gmail.com**](mailto:hurstbakery@gmail.com) **or write to us at Hurst Bakery 15543 Yonge Street Unit 2& 3, Aurora, Ontario L4G 1P3**, or phone us at (905) 841-0278. All feedback will be directed to **Pauline Hurst**. Customers can expect to hear back in **30 days**. Complaints will be addressed according to our organization’s regular complaint management procedures.

**Modifications to this or other policies**

Any policy of**Hurst Bakery** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.