



CREATIVE CATERING & TAKE HOME FOOD SHOP

1255 Wellington St. W Ottawa, Ontario K1Y 3A6

Tel: (613) 722.0093 Fax: (613) 722.8357

www.thymeandagain.ca

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Thyme and Again Creative Catering and Take Home Food Shop 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 we have on-site or that we provide 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, Thyme and Again will notify customers promptly. A 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.

The notice will be made publicly available at the following locations:

**1255 Wellington Street West
Ottawa, Ontario K1Y 3A6**



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Training

Thyme and Again will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

All departments, employees and volunteers at Thyme and Again will be Accessibility trained.

Staff will be trained on Accessible Customer Service **within 30 days** from the date they were hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- Thyme and Again's Accessibility plan as related to 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 a support person
- What to do if a person with a disability is having difficulty in accessing Thyme and Again's services or facilities

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



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Feedback process

Customers who wish to provide feedback on the way Thyme and Again provides goods and services to people with disabilities can provide feedback in the following way(s):

- Contact Sheila Whyte, owner of Thyme and Again directly by:
Telephone: (613) 722-0093 ext 230
Email: sheila.whyte@thymeandagain.ca
In person: 1255 Wellington Street West
Ottawa, ON, K1Y 3A6
- Leave a comment directly with Thyme and Again management or the owner, Sheila Whyte

All feedback, including complaints, will be handled in the following manner:

Thyme and Again staff will first acknowledge the feedback by responding within 5 business days and thanking the individual for their comments. If the individual in question has a disability, staff will respond in the mode of communication most convenient for that individual (ie. email for someone who is hearing impaired).

Unless the comment was addressed directly to her, staff will then pass the feedback to Sheila Whyte.

Sheila Whyte and member(s) of the Health and Safety Committee will then address the issue. If it requires immediate attention, they will come up with an action plan within one week after the feedback was taken. If it is decided that the issue is less urgent, it will be added to the Health and Safety Committee agenda for the next meeting.

The customer who gave the feedback will be notified of what steps Thyme and Again plans on taking to address their concerns.



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Notice of availability

Thyme and Again will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

- Online, on www.thymeandagain.ca
- Posted in Thyme and Again's retail shop, at 1255 Wellington Street West

Modifications to this or other policies

Any policy, practice or procedure of Thyme and Again that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.