

# Asian Legend's Accessibility Plan

## Accessibility Standard for Customer Service

### Providing Goods and Services to People with Disabilities

**Asian Legend** restaurant is committed to excellence in serving all customers including people with disabilities.

#### Assistive devices

We will ensure that our staffs are understood the different needs that some customers with disabilities may have and their responsibility to find appropriate ways to help them access our goods and services. *For example: We can offer a table in the restaurant for people in wheelchairs so they will have more space and feel more comfortable seated at their table. Our servers are also trained to help in any way they can, like opening the door to guests when entering and exiting the restaurant.*

#### Communication

We will tell people with disabilities that our restaurant is not accessible for guest with wheelchairs, scooters or walkers without assistance.

We will communicate with people with disabilities in ways that take into account their disability. All information about the restaurant are posted on our website, therefore everyone can have access to those information in the comfort of their homes. If the guest who not able to read or see the menu, our server can read to customer and direct them into making choices. The hostess/host are aware that they are obligated to communicate about the stairs we have in our establishment and to inform guests that we are not wheelchair accessible due to our facilities being on lower / upper level.

## **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. Service animals are by law not authorized in our kitchens. Suppliers with disabilities can meet with our chef at our Dining Room.

## **Support Persons**

A person with disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. *No additional fees* will be charged to the support person. The person will only be charged for what they ordered.

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (*main entrance not accessible, phone line down, washrooms, reservation system down...etc.*)

**Asian Legend** will notify customers promptly. This posted notice will include information about the reason for the disruption, expected duration of time and alternative service if available. Notice will place at the entrance and our website at [www.asianlegend.ca](http://www.asianlegend.ca).

## **Training**

**Asian Legend** will provide training to employees who deal with the public. Training will also be provided to staff who involved in the company development plan, policies, practices and procedure related to the provision of our goods and services. The following positions will be trained after 3 months after hiring:-

Servers, Bus Boy & Girls, Chef, Dishwashers and Managers

### **Training content:**

- An overview of the Accessibility for Ontarians with Disabilities Act. 2005 and the requirement of the customer service standard
- How to interact and communicate with customer with various types of disabilities
- How to interact customer with disabilities who use an assistive device or require assistance of service animal or support person
- How to use and apply policies, practices and procedures
- What to do if a person with a disability is having difficulty in accessing to Asian Legend services

### **Feedback Process**

To help Asian Legend ensure that the delivery of service to those with disabilities is provided in an effective and timely manner, customer is invited to provide their feedback verbally (in person or by telephone), or written (hand written, delivered, or email).

All feedback will be directed to: Asian Legend head office – General Manager

Tel: 905-513-8070

Fax: 905-513-6135 or email: [service@asianlegend.ca](mailto:service@asianlegend.ca)

## **Modifications:**

As part of the company's commitment to customer service policies that respect and promote the dignity and independence of people with disabilities, no changes will be made to this policy before considering the impact on people with disabilities. Any other policy adopted by Asian Legend that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Notice of Availability**

Asian Legend will notify the public that our policies are available upon request by email, our website or hard copy can be printed from our website.