



## **Angelo's Italian Market Customers with Disabilities Policy**

### **Policy Principles:**

Angelo's Italian Market takes pride in welcoming customers with disabilities to its stores. Angelo's is committed to providing a safe, convenient, and dignified shopping experience for its customers with disabilities.

### **Scope:**

This Policy applies to all employees of Angelo's Italian Market who provide service to our customers.

### **Key Points:**

#### **Store Access and Facilities**

Angelo's Italian Market is wheelchair accessible and permits service animals to enter the store.

#### **Assisting Customers with Disabilities - Merchandise**

Customers with disabilities who experience difficulty in carrying merchandise will receive assistance if requested, by an Angelo's Italian Market employee. The Angelo's employee will ensure it is safely carried out of the store.

#### **Assistive Devices**

A customer may need to use an assistive device to enable him/her to access Angelo's Italian Markets goods and services. This could include a wheelchair or other piece of mobility equipment (cane, walker, scooter, oxygen tank, etc.) or a device that permits the customer to communicate more effectively (magnifier, GPS, audio player, amplification device, computer, communication board (communicates symbols, words or pictures), speech generating device ('speaks' when a symbol, word or picture is pressed), etc.). Angelo's Italian Market respects and permits the use of assistive devices.

## **Service Animals**

Service animals are permitted to enter Angelo's Italian Market as companions to customers with disabilities.

In many cases, given the type of animal and/or the animal's identifying markings (eg. a harness), it will be readily apparent that the animal is a service animal and the animal shall be permitted to enter the store without question.

In certain cases, it may not be easy to identify an animal entering the store as a service animal. In such cases, for health and safety purposes, an Angelo's Italian Market employee shall ask the customer to confirm that the animal is a service animal. Angelo's Italian Market may deny admission of the animal into the store until such time as the customer can produce a tag or card or other document from a public health authority or medical practitioner confirming that the animal is a service animal. If the customer provides a document, it must be on official letterhead from the issuing health authority or medical practitioner and it must contain a telephone number.

## **Support Persons**

Support persons are welcome to accompany and provide assistance to customers with disabilities.

## **Angelo's Italian Market Employees**

Customers with disabilities are encouraged to ask Angelo's employees for assistance with any needs that may arise during their shopping experience. Angelo's employees should attempt to provide assistance to customers with disabilities and in doing so, should openly and politely engage the customers. If the Angelo's employee is unsure how best to provide assistance, then the Angelo's employee should their department manager for assistance and/or the Angelo's employee should ask the customer how he/she believes Angelo's Italian Market can be of assistance.

All Angelo's Italian Market employees receive training about customers with disabilities through an in-person orientation session. For newly hired employees, the training session takes place within one month of being hired. The training session provides instruction on the following, among other things: the concept of accessible service, how to interact with customers with disabilities; how to use any equipment or devices available to help provide goods, services or facilities to people with disabilities; how to interact with people who use an assistive device or require the assistance of a service animal or support person; the process of providing feedback by a customer and the content of this policy.

## **Disruption of Services**

In Ontario, if a store experiences a disruption of a service (whether planned or not) that may impact a customer with a disability, a notice will be posted on Angelo's front doors, on our website and at the location of the disruption to alert customers of the disruption. The notice will advise of the location of the disruption, the reason for the disruption, how long the disruption is expected to last and a description of alternative facilities or services available (if any).

## **Provision of Feedback**

If you would like to provide feedback options include, but are not limited to, speaking directly to a manager, emailing us at [service@angelosbakery.com](mailto:service@angelosbakery.com) or calling us at 519-473-7772 Ext: 112

## **Provision of accessible formats and communication supports**

Angelo's Italian Market will provide alternative communications format and communication supports upon request. Please contact us at [service@angelosbakery.com](mailto:service@angelosbakery.com). We will respond in a timely manner.

## **Availability of Policy and Notices**

If a customer with a disability requests a copy of this policy and/or any of the notices below, a copy should be provided in a format that accommodates the customer's disability.

## **Responsibilities:**

All employees will:

- Understand and comply with the expectations of The Customers with Disabilities Policy
- Comply with all Angelo's Italian Markets policies, standards and procedures, and complete all training applicable to their position
- Ask questions where appropriate to ensure they understand and abide by Angelo's Italian Markets expectations relating to conduct and job performance

Management will:

- Communicate to employees' expectations relating to Customers with Disabilities, including the expectations of Angelo's Italian Markets policies, standards and procedures
- Seek guidance from Human Resources (Carmelina), as required, when determining how to apply this Policy or related standards

**Communication:**

This Policy will be communicated during employee and management orientations and when updated.

**Enforcement**

Failure to follow this Policy or the Processes related to it will result in discipline up to and including immediate termination.

**Asking Questions and Reporting Violations**

To ask a question about this policy or to report a suspected violation of this policy, please contact a member of Management.

Email: [service@angelosbakery.com](mailto:service@angelosbakery.com) Phone: 519-473-7772