

# Section 11 – Accessible Customer Service

April 2018

In 2005 the Accessibility for Ontarians with Disabilities Act was passed. Ontario is working to make the province accessible to people with disabilities by 2025. Godfathers pizza is committed to providing a product that breaks down barriers and improves accessibility for customers of all abilities.

The attached appendix – *Tips for Providing Accessible Customer Service* provides useful and practical guidelines on how to deal with the most common accessibility challenges.

## **Purpose**

Godfathers is committed to excellence in serving all customers, including people with disabilities. The purpose of the standard is to provide goods and services to people with disabilities, with the principles of independence, dignity, integration and equal opportunity.

## **Assistive Devices**

We will ensure that our staff are familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Assisted devices may include wheelchairs, walkers and oxygen tanks.

## **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.

## **Feedback**

Customers who wish to provide feedback on the way Godfathers Pizza provides goods and services, as well as its facilities, to people with disabilities can notify Godfathers Pizza Head office by any of the following methods. Accessible formats and communication supports will also be available upon request. Customers can expect to hear back in 5 business days.

Phone : 1-877-321-5151

Email: [hr@godfatherspizza.ca](mailto:hr@godfatherspizza.ca)

Mail: Godfathers Pizza  
585 Springbank Drive  
Suite 204  
London, On N6J 1H3

# ACCESSIBILITY STANDARD

## Appendix – Tips for Providing Accessible Customer Service

### How to communicate with people with different types of disabilities

There are many types and degrees of disability. Openly communicating and responding to our customers' needs is the key to excellent customer service for all. If you're not sure about the best approach, just politely ask a person with a disability how you can best communicate with them. A good starting point is to simply ask "How can I help you?"

Our customers are your best source for information about their needs. A solution can be simple and they will likely appreciate your attention and consideration.

Here are a few tips for interacting with people who have various disabilities:

#### **People with physical disabilities**

Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances.

Tips:

- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.
- Don't touch items or equipment, such as canes or wheelchairs, without permission.
- If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

#### **People with vision loss**

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

Tips:

- When you know someone has vision loss, don't assume the individual can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to the customer.
- Ask if they would like you to read any printed material out loud to them (for example, a menu or schedule of fees).
  - When providing directions or instructions, be precise and descriptive.
  - Offer your elbow to guide them if needed.

#### **People who have hearing loss**

People who have hearing loss may be Deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear, but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person's hearing was diminished or lost.

Tips:

- Once a customer has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips.
- As needed, attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).
- The Bell Relay service (BRS) supports communication by phone between hearing people and people who are deaf, deafened, hard of hearing, or those with speech disabilities. Professionally trained operators

act as intermediaries to facilitate the call. Bell Relay operators are available 24 hours a day, 7 days a week.

### **People who are deafblind**

A person who is deafblind may have some degree of both hearing and vision loss. Many people who are deafblind will be accompanied by an intervener, a professional support person who helps with communication.

Tips:

- A customer who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervener.

### **People with speech or language impairments**

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

Tips:

- Don't assume that a person with a speech impairment also has another disability.
- Whenever possible, ask questions that can be answered with "yes" or a "no".
- Be patient. Don't interrupt or finish your customer's sentences.

### **People who have learning disabilities**

The term "learning disabilities" refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

Tips:

- Be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond.
- Try to provide information in a way that takes into account the customer's disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

### **People who have intellectual /developmental disabilities**

Developmental or intellectual disabilities, such as Down Syndrome, can limit a person's ability to learn, communicate, do everyday physical activities and live independently. You may not know that someone has this disability unless you are told.

Tips:

- Don't make assumptions about what a person can do.
- Use plain language.
- Provide one piece of information at a time.

### **People who have mental health disabilities**

Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

Tips:

- If you sense or know that a customer has a mental health disability be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring.

- If a customer appears to be in crisis, ask them to tell you the best way to help.

### **How to interact with people who use assistive devices, and how to use any equipment that our organization provides to help customers with disabilities**

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating or lifting. Personal assistive devices can include things like wheelchairs, hearing aids, white canes or speech amplification devices.

Tips:

- Don't touch or handle any assistive device without permission.
- Don't move assistive devices or equipment, such as canes and walkers, out of your customer's reach.
- Let our customers know about accessible features in the immediate environment that are appropriate to their needs (e.g. public phones with TTY service, accessible washrooms, etc.).

### **How to interact with a person who has a guide dog or other service animal**

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are Deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Under the standard, service animals must be allowed on the parts of our premises that are open to the public.

Tips:

- Remember that a service animal is not a pet. It is a working animal. Avoid touching or addressing them.
- If you're not sure if the animal is a pet or a service animal, ask our customer.

### **How to serve a person accompanied by a support person**

Some people with disabilities may be accompanied by a support person, such as an intervener. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help our customer with a variety of things from communicating, to helping with mobility, personal care or medical needs.

Welcome support people to your workplace or business. They are permitted in any part of our premises that is open to the public.

Tips:

- If you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask.
- Speak directly to your customer, not to their support person.