

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES



FRATICELLI'S
ITALIAN GRILL & LOUNGE

The Tortoise Restaurant Group is committed to excellence in serving all customers including people with disabilities.

ASSISTIVE DEVICES

We will ensure that all our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and 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 including:

- Handicapped washroom
- Handicapped parking spots
- Automatic door openers

The Tortoise Restaurant Group 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 service, if available. The notice will be placed in the front window.

TRAINING FOR STAFF

The Tortoise Restaurant Group will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All staff including full time and part time, hourly, salaried and management will be trained.

TRAINING WILL INCLUDE:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Tortoise Restaurant Group's plan related to the customer service standard.
- 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 The Tortoise Restaurant Group goods and services.
- Staff will also be trained when changes are made to our plan.
- A record will be kept of staff training at each location.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of The Tortoise Restaurant Group that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Fraticelli's provides goods and services to people with disabilities can go to our website and fill out a feedback form pertaining to accessibility.

All feedback will be directed to The Tortoise Restaurant Group.

Customers can expect to hear back as soon as possible.

Complaints will be addressed according to our organizations regular complaint management procedures.

Please direct your enquiries to: accessibility@tortoise.ca