Accessibility:

Front Entrance:

If a guest or staff need assistance entering or exiting the restaurant – they can call: $416-789-0519 \times 1$ and a member of the United Bakers team will help direct resources to assist with their movement. This can include helping move a wheelchair, walker, crutches, holding a door, or whatever reasonable accommodation is needed to safely facility entry/exit from the premises.

Hiring:

United Bakers welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Communication:

Should an employee need information to perform their jobs (e.g. job descriptions, instruction, key focus areas) it will be provided and explained upon request. All general information will be made accessible to all employees. Should an employee need assistance discerning or understanding information, it will be made available upon the request to a manager.

United Bakers will provide accessible emergency information to staff. Should it become known that an employee may need accommodation during an emergency, United Bakers will make arrangements to facilitate the safety of the employee. This can include having a designated partner, having a customer made exit plan, or exit designated to facilitate the unencumbered movement of the employee.

United Bakers' plans to provide accessible customer service:

United Bakers is committed to understanding our guests and employees needs surrounding accessibility and will work to implement whatever reasonable measures are available to ensure an accessible space and experience.

Let the Guest Lead – if you are uncertain as to how to assist the guest best, ask them what they would like you to do.

Create a Safe Environment – look for obstacles that could inhibit a guest's ability to do what they need and work to pro-actively remove the obsctacles.

How to interact with people with various types of disabilities

United Bakers will train employees and ownership and management will maintain an atmosphere and culture of inclusiveness towards all people. Our team is dedicated to being respectful and mindful of peoples various needs and will work to learn more about each individuals needs.

How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person

United Bakers staff will ask the patron with the assistive device for instruction on what is needed to ensure that they are accommodate. Our team will do so to the best of our ability and, within reason, ensure that any needs are accepted. This includes how to maneuver, store and if needed operate, a wheelchair, walker, crutches, or any other assistive device. United Bakers will work to accommodate service animals so long as they do not interfere with other patron's medical needs (allergies). If allergies are present, we will work to reasonably accommodate the guest in a separate area of the dining room.

How to use any equipment or devices available at your workplace to assist people with providing goods or services to people with disabilities

United Bakers will provide training and supervision of the use of equipment or devices that are in place to assist with providing goods or services to people with disabilities.

What to do if a person with a disability is having difficulty accessing your organization's goods or services?

If a person is having difficulty accessing United Bakers, we have signage posted in the front of our restaurant indicating a number to call for assistance. We will assemble a team of staff who will with the help of the person, assist the person into and out of the restaurant.