

# Accessible Customer Service Plan



## Providing Goods and Services to People with Disabilities

**PALMA PASTA is committed to excellence in serving all customers including people with disabilities.**

### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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**

Support persons assisting a person with a disability will be welcomed at all Palma Pasta locations.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Palma pasta 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 services, if available.

The notice will be placed at the front door of all locations and on our website.

### **Feedback process**

Customers who wish to provide feedback while at Palma Pasta locations can do so verbally to one of our trained associates, or fill out a feedback card and present to manager. We will also welcome feedback through emails, link provided on our website and phone calls to head office.

All feedback, including complaints, will be directed to our Head Office Human Resources team.

Customers can expect to hear back no later than two business days.

### **Notice of availability**

Palma Pasta will notify the public that our policies are available to the public upon request by posting a notice at the front door

# Accessible Customer Service Plan continued



## Training

Palma Pasta will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services

Individuals in the following positions will be trained: Management ,Administrative, Supervisors, Drivers front line associates and shipping/receiving. This training will be provided to staff within the first 15 days of hiring date.

Training will include:

~An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

~ Palma Pasta plan's related to the customer service standard

~How to interact and communicate with people with various types of disabilities

~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 Palma pasta's goods and services

~Staff will also be trained when changes are made to your plan.

## Modifications to this or other policies

Any policy of Palma Pasta that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. Palma Pasta's ownership will be responsible for all policy changes