

Customer Service Policy and Accessibility for Persons with Disabilities

Malivoire Wine is committed to providing our goods and services in a way that consistently respects the dignity and independence of people with disabilities. This includes people with any degree of physical disability, mental/developmental disability and/or learning disability.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that might be used by customers with disabilities who access our goods and services. We are committed to serving people with disabilities who are using assistive devices.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Support Persons

We will welcome people with disabilities who are accompanied by a support person on our premises and no fees will be charged for a support person who accompanies a person with a disability while accessing services or events for which a customer fee is customarily charged.

Service Animals

We welcome people with disabilities who are accompanied by a service animal.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Malivoire Wine 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.

Training for Staff

Malivoire Wine will provide accessible customer service 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.

Training will be provided to applicable new employees within their probationary period of employment and updated on a continuing basis as needed.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Malivoire Wine's plan related to customer service standard

- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use and assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Malivoire Wine's goods and services

Feedback Process

Customers who wish to provide feedback on Malivoire Wine and our goal of surpassing customer expectations while serving customers with disabilities can do so in the following way:

Email: info@malivoire.com

Phone: 905-563-9253

Mail: 4260 King Street East, PO Box 475, Beamsville, Ontario L0R 1B0

All feedback will be directed to the General Manager. Customers can expect a response within 10 business days.

Notice of Availability

Documents related to accessible customer service will be available on Malivoire Wine's website www.malivoire.com