

Accessible Guest Service Plan

Providing Goods & Services to Guests with Disabilities

Charcoal Group of Restaurants is committed to excellence in serving all guests including guests with disabilities.

Assistive Devices

We will ensure that our team members are trained and familiar with various assistive devices that may be used by guests with disabilities while accessing our goods or services.

Communication

We will communicate with guests with disabilities in ways that take into account their disability.

Service Animals

We welcome guests with disabilities and their service animals. Service animals are permitted on the parts of our premises that are open to the public.

Support Persons

A guest with a disability who is accompanied by a support person will be permitted to have that person accompany them on our premises.

Regular menu prices will apply for support persons at all Charcoal Group locations.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for guests with disabilities, The Charcoal Group of Restaurants will notify guests 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 doors of the restaurant as well as near the location of the disruption.

Training for Staff

The Charcoal Group of Restaurants will provide training to team members, co-op students, and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Managers, supervisors, marketing, human resources, hosts, servers, bartenders, baristas, event co-ordinators, accounting, support team members, catering team members and guest service representatives.

This training will be provided to new team members within the first month of hire.

Training will include:

- *An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the guest service standard*
- *The Charcoal Group of Restaurants' accessible guest service plan*
- *How to interact and communicate with guests with various types of disabilities*
- *How to interact with guests with disabilities who use an assistive device or require the assistance of a service animal or a support person*
- *How to use the automatic doors, reading glasses and flashlights, available on-site that may help with providing goods or services to guests with disabilities*
- *What to do if a guest with a disability is having difficulty in accessing The Charcoal Group of Restaurants' goods and services*

Team members will also be trained when changes are made to our accessible guest service plan.

Feedback Process

Guests who wish to provide feedback on the way The Charcoal Group of Restaurants provides goods and services to people with disabilities can; use the comment card (Charcoal Complex location only), use OpenTable review, use the feedback page on the website, speak verbally to a manager, and use email. All feedback will be directed to the General Manager. If required, guests can expect to hear back in 14 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to This or Other Policies

Any policy of The Charcoal Group of Restaurants that does not respect and promote the dignity and independence of guests with disabilities will be modified or removed.