



www.toptomatofoods.ca

## **Top Tomato Foods/19th Avenue Farmers Market Accessible Customer Service Plan**

Top Tomato Foods/19th Avenue Farmers Market 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 that may be used by customers with disabilities while accessing our good 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. Fees will not be charged for support persons for admission to 19th Avenue Farmers Market.

We will notify customers of this through a notice posted on our premises and on our website at [www.toptomatofoods.ca](http://www.toptomatofoods.ca)

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Top Tomato Foods/19th Avenue Farmers market will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, it's anticipated length of time and a description of alternative facilities or services if available.

The notice will be placed in our market on our information board and at our employee time clock.

### **Training for Staff**

Top Tomato Foods/19th Avenue Farmers market will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Managers
- Supervisors
- Clerks

- Cashiers

**Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act 2005, and the requirements of the customer service standard.
- 19th Avenue Farmers market 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 assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing 19th Avenue Farmers market goods and services.
- Staff will also be trained when changes are made to our plan.

**Feedback Process**

Customers who wish to provide feedback on the way Top Tomato Foods/19th Avenue Farmers market provides goods and services to people with disabilities are welcome to discuss their ideas with members of the management team or via email at [info@toptomatofoods.ca](mailto:info@toptomatofoods.ca)

All feedback, including complaints will be reviewed by the management team and the office manager will respond to the customer within 7 days.

**Modifications to this or other policies**

Any policy of Top Tomato Foods/19th Avenue Farmers market that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.