



# LIUNA

## GARDENS | STATION

### Accessible Customer Service Plan

#### Providing Goods and Services to People with Disabilities

Liuna Gardens Limited is committed to excellence in serving all clients including people with disabilities.

##### **Assistive devices**

We are committed to serving clients with disabilities who use assistive devices. We will ensure our staff are trained and familiar with the various assistive devices that may be used by our customers with disabilities. To that end we ask all clients of our facilities to advise if they require ramps prior to touring our facility or for their guests to ensure that our removable ramps are in place for their events held at Liuna Gardens. Liuna Station ramps are permanent.

##### **Communication**

We will communicate with people with disabilities in ways that takes into account their disability.

##### **Service Animals**

Clients are welcomed to be accompanied by a service animal to assist them in all public areas of our premises. By law, animals are not allowed in our kitchens.

##### **Support persons**

Clients are welcomed to be accompanied by a support person to assist them in all public areas of our premises.

Fees will not be charged for support persons if they do not consume food or beverages. If they do consume food or beverages, the client hosting the event will be charged at the same rate as all other guests in attendance for their event.

##### **Training for staff**

Liuna Gardens Limited will provide training to all employees who interact with clients or the general public including but not limited to General Managers, Operations Managers, Supervisors, Administrative Staff, Dining Room Staff and Bartenders.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirement of 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 support person including the on-site devices that may help with providing our goods and services to people with disabilities.

What to do if a person with a disability is having difficulty in accessing our goods and services.

Staff will also be trained if/when changes are made to the Accessibility for Ontarians with Disabilities Act, or to our plan.

### **Feedback process**

Feedback from everyone is welcomed and can be made by written correspondence to the addresses below. All feedback will be directed to the attention of the General Manager of the appropriate facility. The client can expect a response within 30 (thirty) business days of receipt of said correspondence.

Regular mail should be directed to:

Liuna Gardens Limited

Liuna Station

526 Winona Rd. North

360 James Street North

Stoney Creek, ON L8E 5E9

Hamilton, ON L8L 1H5

Email correspondence should be directed for

Liuna Gardens to: [liunagardens@liunagardens.com](mailto:liunagardens@liunagardens.com)

Liuna Station to: [liunastation@liunastation.com](mailto:liunastation@liunastation.com)

Website correspondence should be directed for

Liuna Gardens to: [Info@liunagardens.com](mailto:Info@liunagardens.com)

Liuna Station to: [Info@liunastation.com](mailto:Info@liunastation.com)

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services at our facilities for customers with disabilities, Liuna Gardens Limited will notify clients promptly. This notice will include information about the disrupted services or facilities, reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. This notice will be placed on our website at [www.liunaevents.com](http://www.liunaevents.com) and/or our directional event signage.

### **Modifications to this or other policies**

Any policy of Liuna Gardens Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.