

Section 11 – Accessible Customer Service

April 2018

In 2005 the Accessibility for Ontarians with Disabilities Act was passed. Ontario is working to make the province accessible to people with disabilities by 2025. Godfathers pizza is committed to providing a product that breaks down barriers and improves accessibility for customers of all abilities.

The attached appendix – *Tips for Providing Accessible Customer Service* provides useful and practical guidelines on how to deal with the most common accessibility challenges.

Purpose

Godfathers is committed to excellence in serving all customers, including people with disabilities. The purpose of the standard is to provide goods and services to people with disabilities, with the principles of independence, dignity, integration and equal opportunity.

Assistive Devices

We will ensure that our staff are familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Assisted devices may include wheelchairs, walkers and oxygen tanks.

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.

Feedback

Customers who wish to provide feedback on the way Godfathers Pizza provides goods and services, as well as its facilities, to people with disabilities can notify Godfathers Pizza Head office by any of the following methods. Accessible formats and communication supports will also be available upon request. Customers can expect to hear back in 5 business days.

Phone : 1-877-321-5151

Email: hr@godfatherspizza.ca

Mail: Godfathers Pizza
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