



ACCESSIBLE CUSTOMER SERVICE PLAN

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

The County Cider Company 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 we have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the County Cider Company will notify customers promptly. This clearly posted notice will include information about the reason for disruption, its anticipated length of time and a description of alternative facilities or services, if available.

Services/Facilities include:

- Wheelchair accessible washrooms

The notice will be made publicly available at the following location:

- At the entrance to the tasting room

TRAINING

The County Cider Company 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 be provided to people involved in the development of

policies, plans practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- All restaurant service staff
- All kitchen staff
- All tasting room staff
- All management staff

Staff will be trained on Accessible Customer Service within 1 week after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The County Cider Company's plan related to 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 a support person.
- What to do if a person with a disability is having difficulty in accessing The County Cider Company's goods and services.

Staff will also be trained when changes are made to our accessible customer service plan.

FEEDBACK PROCESS

County Cider welcomes questions and feedback about how we provide goods and services to all of our customers. Members of the public may ask questions or provide feedback in the manner most convenient to them including:

- In person
- By phone to 1-613-476-1022
- By email to info@countycider.com
- By mail to The County Cider Company Inc., c/o Human Resources, PO Box 6241, Picton, Ontario, K0K 2T0

All feedback, including complaints, will be handled in the following manner:

- If received in person, a written summary of the feedback will be made by the receiving staff member
- All feedback will be delivered to the appropriate manager
- Feedback will be reviewed and if applicable, changes will be considered and made.

Customers can expect to hear back within 7 days of us receiving the feedback or complaint.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy, practice or procedure of the County Cider Company that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.