



Accessibility for Ontarians with Disabilities Act Customer Service Policy

Tawse Winery Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence.

Commitment Statement

Tawse Winery Inc. is committed to providing its products and services in a respectful and dignified manner which is accessible and inclusive to all persons who are guests of the organization including persons with disabilities. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Providing Goods & Services to Persons with Disabilities

Communication

We will communicate with persons with disabilities in ways that take into account their disability. We will train our employees who communicate with guests on how to interact and communicate with persons with various types of disabilities.

Assistive devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our products and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by guests with disabilities while accessing our services.

Service animals

We are committed to welcoming persons with disabilities who are accompanied by a service animal on parts of our premises that are open to the public and other third parties. We will also ensure that all employees dealing with the public are properly trained on how to interact with persons with disabilities who are accompanied by a service animal. Please note that proof of requirement for a service animal and confirmation that the animal is a certified service may be required upon request from Tawse Winery.

Support persons

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Tawse Winery's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

Tawse Winery will provide guests with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances on our premises or via another method of communication depending on what it pertains to.

Training for Employees

Tawse Winery will provide training to employees who interact with guests residing within Ontario. These employees will be trained on policies, practices and procedures that effect the way services are provided to persons with disabilities.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with persons with various disabilities;
- How to interact with persons 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 Tawse Winery's services; and
- Tawse Winery's policies, practices and procedures relating to the customer service standard

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Human Resources will track and record when Tawse Winery employees receive training. Newly hired employees will be trained within one month of their start date.

Feedback process

The ultimate goal of Tawse Winery is to meet and surpass guest expectations while servicing guests with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Tawse Winery provides products and services to persons with disabilities can be made by sending an email to accessibility@tawsewinery.ca. Guests can expect to receive a response within two (2) business days.

The purpose of this policy is to provide a frame work through which Tawse Winery can achieve service excellence for all guests including guests with disabilities. Questions regarding this policy can be directed to:

Contact: Human Resources

Telephone: 905-563-9463

Fax: 905.562.9600

Email: accessibility@tawsewinery.ca

Website: www.tawsewinery.ca