



## Accessible Customer Service Plan

### Providing Goods and Services to People with Disabilities

Pizzaville Inc. is committed to excellence in serving all customers including people with disabilities.

#### How to navigate this site with a keyboard

This site is keyboard accessible by [WC3 WAI-ARIA Authoring Practices](#). Tab select and focus are left as standard and LEFT RIGHT key navigation have been added to sub-menus.

If you want to:

Navigate forward in a main page element	TAB
Navigate backward in a main page element	SHIFT + TAB
Select in a main page element	ENTER
Move forward in a sub-menu	RIGHT ARROW
Move backward in a sub-menu	LEFT ARROW
Select in a sub-menu	SPACEBAR

**NOTES:**

Using OS X:

If you are using OS X, you may need to activate access for All Controls:

1. Go to System Preferences;
2. Select Keyboard;
3. Select Shortcuts;

#### 4. Under Full Keyboard Access, check All Controls

Safari Users:

To enable accessibility features:

1. Go to Preferences (or Settings);
2. Select Advanced;
3. Check “Press Tab to highlight each item on a webpage”

## **Assistive devices**

We will ensure that our staff and franchisees 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, Pizzaville Inc. will notify customers promptly.

This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at **main service counter area**.

## **Training**

Pizzaville Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also 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 Franchisees, Corporate store staff, reception staff, customer service representatives, sales associates.**

**This training will be provided to staff 3 Months after hiring.**

**Training will include:**

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

**Pizzaville Inc.'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 Pizzaville Inc.'s goods and services

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

## **Feedback process**

Customers who wish to provide feedback on the way Pizzaville Inc. provides goods and services to people with disabilities can, **visit our customer feedback [www.pizzaville.ca/page/contact](http://www.pizzaville.ca/page/contact), contact our customer service helpdesk at (416) 736-3636.**

All feedback, including complaints, will be **directed to the Chair of Health and Safety dept.**

Customers can expect to hear back in **5 business days.**

## **Notice of availability**

Pizzaville Inc. will notify the public that our policies are available upon request by posting on our website, or posting a notice on our Health and Safety bulletin board.

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

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