



SERENITY

Spa ~ Hair ~ Café

295 Brock Street, Kingston ON K7L 1S5

613-547-8711

Fax: 613-542-9249

www.serenityspakingston.com

Email: serenity@kingston.net

Accessible Customer Service Plan

Serenity Spa, Hair & Café is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices 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.

Fees will not be charged for support persons for admission to Serenity Spa, Hair & Café's premises. We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Serenity Spa, Hair & Café 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 the reception desk and on our website.

Training for staff

Serenity Spa, Hair & Café will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Receptionists
- Café attendants
- Massage therapists
- Estheticians
- Stylists
- Support staff

This training will be provided to staff following their three (3) month probationary period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Serenity Spa, Hair & Café's accessible customer service plan.
- 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 Serenity Spa, Hair & Café's goods and services

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

Feedback process

Customers, who wish to provide feedback on the way Serenity Spa, Hair & Cafe provides goods and services to people with disabilities can request to speak with management, send an email to serenity@kingston.net, contact us in writing at the address listed on all material, or by phone at **61-547-8711**. All feedback will be directed to Loretta Fischer or Cher Reynolds. Customers can expect to hear back within 30 days. Complaints will be addressed according to our organization's regular complaint procedures.

Modifications to this or other policies

Any policy of Serenity Spa, Hair & Café that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Loretta Fischer

Owner

Loretta Fischer

Signature

December 12, 2011

Date