



Providing goods, services & facilities to people with disabilities

The Fishery Restaurant is committed to meeting its current and ongoing obligations under the Disability Discrimination Act (2006) respecting non-discrimination.

The Fishery Restaurant understands that obligations under the *Disability Discrimination Act, 2006* and its accessibility standards do not substitute or limit its obligations under the Manx Human Rights Code or obligations to people with disabilities under any other law.

The Fishery Restaurant is committed to complying with the Disability Discrimination Act, 2006.

The Fishery Restaurant is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

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, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- staff may read menu aloud to patron
- larger print copies of communications can be printed off for patron

We will work with the person with a disability to determine what method of communication works for them.

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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Service animals are prohibited from the following areas:

- Kitchen
- Food preparation and storage areas

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities The Fishery Restaurant 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.

Services/Facilities include:

- Bathrooms

- Front entrance

The notice will be made publicly available in the following ways:

- Notices posted on front window, front door and rear employee entrance
- Verbally by our staff to anyone requiring assistance.

Training

The Fishery Restaurant will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within two weeks after being hired.

Training will include:

- Purpose of the Disability Discrimination Act, 2006 and the requirements of the customer service standard
- The Fishery Restaurant's policies 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:

What to do if a person with a disability is having difficulty in accessing The Fishery Restaurant's goods, services or facilities

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

Feedback process

The Fishery Restaurant welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- In person upon request

Customers who wish to provide feedback on the way The Fishery Restaurant provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Via email located on our website
- By phone to anyone on duty at the restaurant
- Verbally to our staff while at the restaurant

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

Feedback will be directed to our Management team to be reviewed.

Customers can expect to hear back in 2-3 days.

The Fishery Restaurant will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

The Fishery Restaurant will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- On our website www.thefishery.im

The Fishery Restaurant will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

Any policies of The Fishery Restaurant that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

