



Accessibility for Persons With Disabilities – Policy

INFORMATION AND COMMUNICATIONS

Trattoria Timone is committed to making our information and communications accessible to people with disabilities.

EMPLOYMENT

Trattoria Timone is committed to fair and accessible employment practices.

PROCUREMENT

Trattoria Timone is committed to accessible procurement practices.

TRAINING

Trattoria Timone is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

PURPOSE

Trattoria Timone is committed to providing an outstanding dining experience to all of our guests with disabilities, by providing goods and services in a manner that respects the independence, dignity, integration and equal opportunity for all persons with disabilities. Trattoria Timone is committed to providing accessible customer service to each and every one of our diverse and valued guests. This policy outlines and defines the goods and services we set out to provide to our guests with disabilities, that may or may not require the use of assistive devices, service animals, and support persons, as well as notice of temporary disruptions in services.

DISABILITY

A disability is a physical or mental condition that limits a person's movements, senses or activities and it not limited to obvious impairments.

People with disabilities are a diverse group and experience disability impairment and barriers in many different ways. Disabilities are often "invisible" and episodic, with people sometimes experiencing periods of wellness and periods of disability.

Many degrees of physical disabilities in which our guests rely on assistive devices such as wheelchair, cane, guide dog, hearing aids, support person.

A disability can be a developmental disability, or a learning disability.

OUR COMMITMENT TO OUR GUESTS WITH DISABILITIES

Trattoria Timone is dedicated to providing all of our guests with equal value and quality.

We will make every reasonable effort to ensure that our guests with disabilities are able to do things in their own way and at their own pace when accessing our goods and services as long as it does not pose any safety risks to themselves or other guests of Trattoria Timone. We are dedicated to ensuring all persons with disabilities are treated with respect, and dignity, while not impeding their independence, and human rights for equal opportunity.

ASSISTIVE DEVICE

Trattoria Timone Ristorante welcomes the use of assistive devices which may be used by persons with a disability in order to facilitate access and movement.

Assistive devices can include mobility equipment such as wheelchairs, walkers, canes, crutches, hearing aids, and much more.

SERVICE ANIMAL

Service Animals are welcome in our restaurant as a support aid for persons with disabilities.

It is either apparent that the animal is a service animal such as a dog with a vest labeled service dog or otherwise provide a letter from a physician, psychiatrist or other professional medical advisor confirming that a service animal is required for reasons relating to a disability.

SUPPORT PERSON

Some guests with disabilities require a person to accompany them in order to help with communication, mobility, personal care, medical needs or with access to goods and services.

DISRUPTION OF SERVICE

Should Trattoria Timone encounter any disruption of service due to weather, holidays, repairs, or otherwise, notice of disruptions of service will be posted on our website, as well as posted on our doors, and our answering service will be updated to notify any changes or disruptions in regular service or business hours.