

ACCESSIBILITY

The closest accessible parking is available in the parking area beside the restaurant. Washrooms are available and accessible in the restaurant. There are no steps to enter the main front door, interior and exterior grade are at the same level. It is equipped with an automatic door opener.

Assistive devices

We will ensure that our staff are trained and familiar with the assistive devices we have on site or that we provide for use 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, The Company 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 all windows/entrances of the building.

Training

Riva will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- All front of house staff, managers and supervisors

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Company'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 Riva 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 Riva provides goods and services to people with disabilities can email or speak to a supervisor.

All feedback, including complaints, will be brought to the attention of Wade Snider, General Manager via email at info@rivarestaurant.ca or phone 613-887-2487.

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