



HEEMAN'S

Heeman's
Guest Services Policy

Heeman's is committed to providing services in a way that will respect the dignity, independence, integration and equality of opportunity to all guests, including persons with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by guests with disabilities who are using our 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 in all parts of the garden centre at Heeman's that are open to the public.

Due to Ontario laws surrounding animals and food production and processing, we cannot permit service animals or pets of any kind in our strawberry fields. This includes our Pick Your Own fields.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities Heeman's will notify guests promptly. An announcement will be made and/or a notice will be clearly posted which will include information regarding the reason for disruption, its anticipated duration, and a description of alternate facilities or services if available.

Heeman's will make every reasonable effort to provide prior notice of temporary disruption where possible.

Training for Staff

Heeman's will provide training to all employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Staff will also be trained when changes are made to the policy.

Feedback Process

The ultimate goal of Heeman's is to meet and surpass customer expectations when providing service to customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback from a member of the public may be given by telephone, in person, in writing, in electronic format or through other methods. All feedback can be directed to:

Contact person: Will Heeman
Chief Daymaker

Mail: 20422 Nissouri Rd.
Thorndale, ON
N0M 2P0

Telephone: 519-461-1416
Email: daymaker@heeman.ca