TERRA

Guest Services Policy
TERRA 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 TERRA that are open to the public.

**Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities TERRA 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.

TERRA will make every reasonable effort to provide prior notice of temporary disruption where possible.

**Training for Staff**

TERRA 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 TERRA 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: Carla Daniels, BA, CHRP
Human Resources Manager

Mail: 8 Fifth Concession East
      Waterdown, ON
      L0R 2H1

Telephone: 905-689-8665
Fax: 905-690-8410
Email: hr@terragreenhouses.com