
Your Monthly Newsletter...

Accessibility Standards for Customer Service

The time is drawing near when all merchants will be expected to comply with this regulation. The date for compliance is January 1, 2012. The following summarizes the requirements:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dogs or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

For more detailed information please contact Accessibility for Ontarians with Disabilities Act Contact Centre

Toll Free: 1-866-515-2025

TTY Toll Free: 1-800-268-7095

Fax: 416-325-3407

IT GOES ON AND ON...AND ON! WHEN WILL IT END?

STREET TALK

By Brittney Ewasyn
BIA Staff

For some the construction at the corner of Simcoe and Bond is a deprivation of business.

The construction, which started in the beginning of April was scheduled to end May 11, but continued into June.

Brooks General Construction's ongoing work replacing transformers has left some close businesses at a loss.

Montreal Steames and Deli was the only business closed in front of the construction for a few weeks, but they were compensated.

"I was compensated the same amount as what I made last year," said the Montreal Steames and Deli owner.

Other businesses surrounding were not compensated and this is what caused some commotion.

Oz Wraps and Diamond Grill were the most affected businesses to the construction.

"Business went down at least 30%," Oz Wraps owner Danny Doumit said.

He said at lunchtime there used to be a large lineup and now there is nothing close to it.

Diamond Grill was also largely affected.

Manager Jay Jegagheeswaran said his business has had a large loss and he is in the process of contacting the City Of Oshawa for compensation.



There are also issues with parking because the construction falls on a main street.

"Parking was removed because of the construction, and there should be more parking on Bond St," Jegagheeswaran said.

He also mentioned there is loss of parking across the street because it is designated "taxi parking." This was discussed with the city.

On the bright side other surrounding businesses were not affected as much.

Wing It, which is on the corner intersection of Bond and Simcoe, has not had a huge negative impact.

Wing It manager said there was a difference but since the restaurant entrance is on Simcoe people were still able to come inside with ease.

Joe Bean is directly across from the construction and the owner also said he was not affected, but he is surprised it is taking so long to finish the construction.

Another business owner across the street, at Reginos Pizza, said that they were not affected at all.

This was the same for Bruno's Barber Shop located beside Diamond Grill. Bruno said without question that his business was not affected whatsoever.

Construction is finally finished and people are once again able to use the sidewalk along Bond Street to reach their favourite restaurants.

Reminders:

- Mad Cafe Grand Opening Thursday June 23 from noon until 3 pm
- Fiesta Week Sunday June 19 - Saturday June 25
- Play On Oshawa Saturday June 25 - Sunday June 26
- Board Meeting Wednesday July 20 at 6:30 pm
- Sidewalk Sale begins Wednesday July 20th and runs to Saturday July 23rd.
- Oshawa's Fantastic Street Fair is running in conjunction with our sidewalk sale on Friday July 22nd and Saturday July 23rd
- Autofest Kickoff is Friday August 26.



Reminders

Garbage collection is every Monday, Wednesday and Friday. Please do not put the garbage out before 6 p.m. and it is to be on out by 7 a.m.

If there is a holiday, then the garbage pick up is moved to the next day. ie Monday a holiday pick up is Tuesday only for that week.

Recycling pick up is every Tuesday and Thursday. Again not to be put on the curb before 6 p.m. and our by 7 a.m.

This Barber has it all...

By April Witt
BIA Staff

Do you ever just want to go back to the old days, when you could trust your barber with anything?

Well you can at Bruno's Barbershop on 14 Bond St. Upon entering you are always welcomed with a warm friendly greeting by either Bruno Marchese or his co-worker Jackie Watson, a long time barber.

Bruno's is a popular place for the Oshawa Regiment soldiers to come and get their hair cut.

"A good hair cut is as good as shiny

Regiments and is also in the Perfect Pigs motorcycle club.

People drive from all over just to get their hair cut at Bruno's, for example Hume came all the way from Trenton to get his done.

Not only is Marchese's personality top notch, but so is his shop. It really looks like something out of an old movie when

you walk in. There are 45 year-old chairs that have ashtrays built into them, and he has a 56 year-old cash register. The room is filled with pictures of his motorcycle club the Boneheads, Elvis and favourite hockey team the Boston Bruins.

Marchese makes you feel very relaxed in the shop. "You can even swear in here if you want," he said, belting out his hilarious laugh, which makes it hard to not catch on laughing with him as well. As of June 1, Bruno's Barbershop will be celebrating their one-year anniversary being at this location. He was at his other downtown location for 13 years.

To show his support for the soldiers, Marchese will be participating in the Heroes Highway Ride. He has made t-shirts that say Boneheads and the proceeds are going towards the Wounded Warriors Fund.



Photo by : Brittney Ewasyn

Bruno shows off next to his motorcycle club tee-shirt for the boneheads. He means business.

boots to a soldier," said Graeme Hume who used to be a part of the Ontario

Photo by: April Witt
Bruno all geared up for his ride home next to his harley and parking spot.

Marchese has been a barber his whole life, he started working with his uncle and attended barber school in Toronto. No appointments are necessary at Bruno's. Just walk-in!

WARDS: A DOWNTOWN PIECE OF HISTORY

By Brittney Ewasyn
BIA Staff

A significant piece of downtown Oshawa has come a long way since 1920.

Located on 33 King St. E, Ward's is a diverse store with draperies, linens, and gifts that can create an elegant living space.

Since 1965 the current owner; Doug Carroll, has worked for Ward's. In 1975 he took over ownership of the business and has evolved it to what it is today.

Also helping manage the store is Lori Byrne, who has worked along side Carroll for 35 years.

The store receives diverse merchandise almost everyday from around the world. Vases from Spain, candlesticks from Indonesia and German made dishes are only a few examples, which can be discovered in the store.

Carroll's pug Daisy is a friendly touch to the store. Customers come in everyday to meet the Ward's friendly pug who greets everyone with a pug smile.



(Clockwise from top) Ward and Dewland's original store, Wards current location, inside of Wards.



Carroll says there are always great prices and right now there are items up to 75% off!

The sidewalk sale in July always brings in crowds and has the best savings! It's a convenient time to get great deals on home items! "The sidewalk sale is a very big success for us," Carroll said.

Since 1920 Wards has been a key business in downtown Oshawa.

Ward's was originally a partnership store, Ward and Dewland, which grew into what is now located at 33 King St. E in downtown Oshawa. The roots of Ward's are a historical part of Oshawa's downtown.

In 1920 Ward and Dewland was the first business to occupy the Bradley Block Building on the north east corner of Simcoe and Athol streets. J. C. Ward and W.A. Dewland opened the store selling clothing, draperies, and other textiles. Ward bought out his partner and continued to run the business.

In the years to come the store was

known as Ward's Dry Goods, and Ward's Department Store.

Until 1976 Ward's remained at its location 33 Simcoe St. S until it moved to the current location of 33 King St.

E. Fazio's restaurant is now at the old location.

Carroll said Ward's once mainly sold clothing and it has evolved into what you see now.

Visit a historical part of downtown by stopping in Ward's. There is a whole lot more than meets the eye.

REMINDER SIDEWALK SALE IS JULY 20 - 23!!!!

The dates are approaching fast!!!! If you are intersted in participating or have any inquiries please notify Angela at: 905-576-7606 or email: angela.dobia@rogers.com.