

## Multi-Year Accessibility Plan Requirement

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the Regulation.

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

### General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

## Sample Plan

### Message from the CEO

The Barrel Restaurant is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

The Barrel Restaurant is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Barrel Restaurant understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Barrel Restaurant is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## Introduction

We have trained all front of the house staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training of our employees on accessibility relates to their specific roles.

### Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

### Communication

We 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 and third parties.

### 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.

### Feedback Process

The Barrel Restaurant welcomes feedback on how we provide accessible customer service.

Barrel Restaurant

Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Barrel Restaurant

Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.



has completed the following accessibility initiatives.

### Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

We have trained all front of the house staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training of our employees on accessibility relates to their specific roles.

### Information and Communications

Detail actions and list initiatives from past years.

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG).

### Employment

Detail actions and list initiatives from past years.

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

### Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### Training

List initiatives from past years, if applicable.

We have revised our training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards

### Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

## Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

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## Section 2. Strategies and Actions

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Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

### Customer Service

Barrel Restaurant

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Name of Organization

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

### Information and Communications

Barrel Restaurant

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Name of Organization

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

List the initiatives your organization is planning and specify the timeframe for each.

Source out an option for braille menus in addition to the large print menus by the end of 2024.

### Employment

Barrel Restaurant

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

We will add to our position postings that accommodations can be made during recruitment and hiring by the end of 2024.

**Procurement**

Barrel Restaurant

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

**Self-service kiosks**

Barrel Restaurant

Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

**Training**

Barrel Restaurant

Name of Organization

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

List initiatives your organization is planning and specify the timeframe for each.

Our existing training policy will be reviewed every year to ensure that the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards are met.

**Design of Public Spaces**

Barrel Restaurant

Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

Barrel Restaurant

Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

**Transportation**

Barrel Restaurant

Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

**Other**

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

**For More Information**

For more information on this accessibility plan, please contact at

Last Name Kokkoros	First Name Nick	Middle Initial
Telephone Number 519-426-0068	Email Address info@barrelrestaurant.ca	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses  
<http://www.barrelrestaurant.ca/accessibility-policy/>

Standard and accessible formats of this document are free on request from

Last Name Kokkoros	First Name Nick	Middle Initial K
Telephone Number 519-426-0068	Email Address info@barrelrestaurant.ca	