

Accessibility Policy – Lake House Restaurant

1. Our Commitment

Lake House Restaurant is committed to meeting the needs of those with disabilities in a timely manner. It will do so by removing barriers to accessibility in providing services to its customers and with respect to its employees. We are dedicated to ensuring that all of our guests have equal access and may enjoy dining at our restaurant and its cuisine regardless of their accessibility needs. Lake House Restaurant has taken and will continue to take steps to meet its accessibility and other requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Ontario Human Rights Code* (“HRC”), among others.

Lake House Restaurant strives to treat all of its customers and employees with dignity and respect. We embody the principles of independence, integration, and equality of opportunity for people with disabilities in our business model and to ensure that our customers experience the high standard we apply to our restaurant.

We are pleased to share this Accessibility Policy (the “Policy”), which governs our provision of services to persons with disabilities.

2. Application of Policy

This Policy applies not only to our engagement with staff and guests, but to all third parties with whom Lake House Restaurant interacts.

3. Information and Communications Standards

3.1. Communication

Lake House Restaurant communicates with its guests with disabilities in a manner that considers their particular accessibility needs.

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. Our feedback process is set out in detail below.

Upon request, we will provide information about Lake House Restaurant and its services, including public safety information, in accessible formats or with communication supports. We will consult with the guest and take into account his or her accessibility needs to provide the information in an appropriate and timely manner. If we are unable to convert the information or communication into an accessible format, we will explain the reason and provide a summary of the unconvertible information.

As mentioned below, we will provide copies of our accessibility policies to our guests with disabilities upon request. These policies, in their standard format, are located near the front entrance of Lake House Restaurant and on our website. www.lakehouserestaurant.com

3.2. Feedback Process

Lake House Restaurant welcomes feedback about our provision of accessible customer service. Guest feedback will help us identify barriers and respond to concerns.

Guests may provide feedback by:

- (a) sending an email to accessibility@lakehouserestaurant.com;
- (b) calling us at (905) 562-6777 and speaking with a manager; or
- (c) speaking directly with the manager on site.

Guests who provide feedback by email will receive an acknowledgement of their feedback along with information about any resulting actions that are taken based on the concerns or complaints submitted.

If a guest provides verbal feedback and requests that we follow up, we will advise the guest of any resulting actions taken as a result of his or her concerns.

3.3. Notice of Availability of Documents

Documents related to accessible customer service are located near the front entrance of the Lake House Restaurant and on our website. www.lakehouserestaurant.com

Upon request, we will provide these documents in an accessible format or with communication support. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner free of charge.

Guests may request such documents by:

- (a) sending an email to accessibility@lakehouserestaurant.com;
- (b) calling us at (905) 562-6777 and speaking with a manager; or
- (c) speaking directly with the manager on site.

4. Accessibility at the Lake House Restaurant Premises

4.1. Assistive Devices

Persons with disabilities may use their personal assistive devices when visiting Lake House Restaurant.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, we will make reasonable efforts to ensure that the guest can access and enjoy our restaurant. Our staff are trained on and are familiar with various assistive devices that may be used while accessing the restaurant (e.g., wheelchairs, scooters, hearing aids).

If a guest who uses an assistive device visits the restaurant but does not have a reservation, we will make every reasonable effort to seat the guest at an easily accessible table. Our ability to do so is subject to seating availability at that particular time. If we are advised in advance of a guest's visit, we will reserve an easily accessible table.

4.2. Service Animals

Lake House Restaurant welcome the service animals of our guests with disabilities. If we cannot easily identify that an animal is a service animal (e.g., where it does not wear a harness or a vest), our staff may ask for documentation from a regulated health professional confirming that the guest requires the service animal in connection with his or her disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario;
- College of Chiropractors of Ontario;
- College of Nurses of Ontario;
- College of Occupational Therapists of Ontario;
- College of Optometrists of Ontario;
- College of Physicians and Surgeons of Ontario;
- College of Physiotherapists of Ontario;
- College of Psychologists of Ontario; and
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Our service animal policy follows sections 14(1) of Ontario Regulation 493/17 (Food Premises) and 80.45 of Ontario Regulation 191/11 (Integrated Accessibility Standards). If there is a conflict between those provisions and the provisions of another law (e.g., banned dog breeds under the *Dog Owners' Liability Act*), the more restrictive provision shall prevail.

4.3. Support Persons

Support persons are welcome at Lake House Restaurant. If a guest with a disability is accompanied by a support person, we will ensure that both persons can enter the premises together and that the guest is not prevented from having access to the support person.

Support persons are not exempt from payment for food or beverages that they order while at the restaurant. Like other guests, support persons are not charged a fee for entering the premises.

4.4. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for our guests with disabilities, Lake House Restaurant will make reasonable efforts to notify customers in advance. This 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.

When disruptions occur, we will provide notice by:

- (a) posting notices in conspicuous locations, including the place of disruption, near the main entrance, and/or at the nearest accessible entrance to the service disruption;
- (b) contacting guests with reservations that might be affected;
- (c) verbally notifying guests when they make a reservation; or
- (d) by any other method that may be reasonable in the circumstances.

4.5. Accessible Parking

Lake House Restaurant offers accessible parking spots. These spots are marked by signage and located closer to the restaurant.

5. Accessibility Training and Employment Practices

5.1. Training

Our staff and employees are trained in accessible customer service, other accessibility standards, and aspects of the HRC that apply to persons with disabilities. The scope of training is specific to each staff member and the employee's specific role.

Training includes:

- (a) AODA's purpose, key elements of the *Integrated Accessibility Standards* (Ontario Regulation 191/11), and the Customer Service Standards thereunder;
- (b) how to interact and communicate with people with various types of disabilities;
- (c) how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- (d) how to use equipment or devices that may help with providing customer service to people with disabilities; and
- (e) what to do if a person with a disability experiences difficulty with accessing our restaurant, its goods, or services.

We train every new employee as soon as practicable once they are hired and provide ongoing training in respect of any changes to our policies. We maintain records of the training provided, including the dates on which training was provided and the number of individuals to whom it was provided.

Upon request, we will provide a document that describes our training policy, summarizes the content, and when the training will be or was provided.

5.2. Employment

Lake House Restaurant has adopted fair, equitable, and accessible employment practices. Our job postings shall advise applicants that accommodations can be made during recruitment and hiring. We will advise applicants of this during the selection process and those successful in the process upon making offers of employment. We will consult with applicants and new staff to develop suitable accommodations in each case.

We will consult with the employee making the request in determining the suitability of an accessible format or communication supports specifically for:

- (a) information that is needed to perform the employee's job; and
- (b) information that is generally available to employees in the workplace.

Where required, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability. We will review the individualized workplace emergency response information if area of the restaurant the employee primarily works in changes, where the accommodation needs or plans are reviewed, and when we review the restaurant's general emergency response policies.

Lake House Restaurant has a written process to develop individual accommodation plans for employees. We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Our performance management, career development, and redeployment processes take into account the accessibility needs of all employees.

6. Design of Public Spaces

Lake House Restaurant will meet accessibility laws when building or making major changes to public spaces. Our public spaces include off-street parking, with designated accessible spaces, and both indoor and outdoor dining areas.

Our restaurant features ramp systems and automatic entrance doors to ensure that our guests have equal access to our restaurant. We also offer accessible parking spaces. We have set up procedures to prevent service disruptions to the accessible parts of our restaurant. In the event of a service disruption, we will notify the public and our guests as set out above.

7. Questions about the Policy

If you have any questions about this Policy, please contact us by:

- (a) sending an email to accessibility@lakehouserestaurant.com;
- (b) calling us at (905) 562-6777 and speaking with a manager; or
- (c) speaking directly with the manager on site.

Please contact us using one of the methods above if you wish to receive an accessible format of this Policy at no charge to you. We will gladly consult with you and accommodate your request to the extent reasonably possible should you require a communication support.

Personal information provided to us is protected pursuant to the *Personal Information Protection and Electronic Documents Act*.

Last Reviewed (November 2023)