

Multi-Year Accessibility Plan – Lake House Restaurant

Message from Lake House Restaurant’s Director, Hanne Olesen-Nahman

Lake House Restaurant prides itself on delivering a variety of delicious menu items and outstanding customer service. We believe that all of our guests should have equal access to our restaurant and our services. Over the past several years, we have taken steps in this regard. Our staff have always been glad to accommodate our guests with disabilities, and we have made improvements to our facilities to ensure that everyone can enjoy their experience at our restaurant.

We are pleased to publish our accessibility policies and to advise our guests about the steps we are taking to not only comply with Ontario’s accessibility laws, but also to provide our guests with the highest level of customer service. We encourage you to review our Accessibility Policy, which is published on our website and posted near the main entrance of the restaurant. If you wish to receive a copy of this Multi-Year Accessibility Plan or our Accessibility Policy in an accessible format, please let us know in person or by contacting accessibility@lakehouserestaurant.com or (905) 562-6777. We hope to see you soon.

Thank you,
Hanne Olesen-Nahman

Requirement	Description	Action	Status
Establish accessibility policies (IAS, s 3)	Develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements.	Develop AODA Accessibility Policy.	Completed. Reviewed November 2023.
Establishment of multi-year accessibility plan (IAS, s 4)	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements.	Establish a Multi-Year Accessibility Plan.	Completed. Reviewed November 2023. Next review November 2024.
Training (IAS, s 7)	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards.	Incorporate accessibility-related policies and material in new hire training modules.	Completed.
		Provide accessibility-related training to current employees.	Completed.

Feedback (IAS, s 11)	Obligated organizations that have processes regarding feedback shall ensure that the processes are accessible.	We now accept feedback via email, telephone, and verbally in person. We will accept and respond to feedback in other formats where possible, upon request.	Completed.
Accessible formats and communication supports (IAS, s 12)	Obligated organizations must provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.	We will consult with customers and provide documents in accessible formats where possible, upon request. We will do so in a timely manner and at no charge.	Completed.
Accessible websites and web content (IAS, s 14)	The website shall conform with Web Content Accessibility Guidelines (WCAG) 2.0 level AA.	We are working with our webhost to have our website conform to this standard.	Completed
Employment standards (IAS, Part III)	Employers must notify, consult with, and accommodate applicants, those engaged in the selection process, and successful applicants with respect to accommodations, as the case may be. Accommodations must be made for those individuals.	Our job posts shall notify applicants about the availability of accommodations.	Completed. (November 2023)
		We have updated our recruitment policies. We will notify all candidates on our job postings and all applicants including those selected for interviews and successful through the interview process about the availability of accommodations. We will engage in consultation where an accommodation may be required. Other, related policies have been updated (e.g., emergency response information, accommodation plans).	Completed.
Exterior paths of travel (IAS, ss 80.21–31)	Public spaces that are newly constructed or redeveloped must conform to accessibility standards set out in the regulation.	We have no immediate plans to redevelop our exterior paths of travel. If we do, we will audit our ramps and stairs to ensure compliance with this section.	

<p>Accessible parking (IAS, ss 80.32–39)</p>	<p>Public spaces that are newly constructed or redeveloped must conform to accessibility standards set out in the regulation.</p>	<p>We currently offer accessible parking spots, which are marked by signage.</p> <p>We have no immediate plans to refurbish the parking areas in the immediate future, but we intend to audit and bring into compliance all parking areas when we do so (e.g., if we pave the parking lot, we will mark the boundaries of the accessible spaces).</p>	
<p>Maintenance (IAS, s 80.44)</p>	<p>Obligated organizations must have procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions to those elements.</p>	<p>We are developing procedures to ensure that immediate steps are taken to maintain and repair the accessible elements of the premises.</p>	<p>Ongoing.</p>
<p>Customer Service Standards (IAS, Part IV.2)</p>	<p>Obligated organizations that provide goods, services, or facilities must establish policies and take steps to accommodate persons with disabilities (e.g., by training staff, notifying customers of temporary disruptions, and making documents and feedback processes accessible).</p>	<p>We have reviewed our Accessibility Policy and will train our staff on how to effectively accommodate our customers with disabilities. We have updated our employment and hiring processes so that applicants, interviewees, and successful candidates are afforded accommodations if required. These are among the many examples of how Lake House Restaurant has and will continue to comply with the Customer Service Standards.</p>	<p>Completed.</p>

Standard and accessible formats of this document are available at no charge upon request from [Marija Wight, Director of Human Resources](mailto:Marija.Wight@lakehouserestaurant.com), home@lakehouserestaurant.com, 905-562-6777