



## **The Charcoal Group of Restaurants**

### **Accessibility Policies and Multi-Year Accessibility Plan**

This 2014-2021-accessibility plan outlines the policies and actions that The Charcoal Group of Restaurants will put in place to improve opportunities for people with disabilities.

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#### **Statement of Commitment**

The Charcoal Group of Restaurants is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

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#### **Accessible Emergency Information**

The Charcoal Group of Restaurants is committed to providing our guests with publicly available emergency information in an accessible way upon request. The emergency information is available for review at the front desk of each restaurant in our Accessibility Plan binder. We will also provide our team members with disabilities with individualized emergency response information when necessary.

#### **Training**

The Charcoal Group of Restaurants will provide training to all team members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the team members.

The Charcoal Group of Restaurants will take the following steps to ensure that team members are provided with the training needed to meet the Ontario's accessible laws by January 1, 2015.

- Read and sign off on the information hand-out
- Training will be provided within the first month of hire
- Review the accessibility training information during the Mission meeting, within the first 3 months of hire.

## **Information & Communications**

The Charcoal Group of Restaurants is committed to meeting the needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The Charcoal Group of Restaurants will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- Our website is HTML format and is therefore convertible to other formats
- Marketing department will ensure ongoing compliance

The Charcoal Group of Restaurants will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Our managers visit each table for verbal feedback.
- Our website provides the emails of each GM of all locations for feedback
- Our website provides a designated area for feedback for all locations
- Our website provides contact information in order to be reached by telephone

The Charcoal Group of Restaurants will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Upon request, we will provide braille and large print menus
- Menu items may also be verbally communicated to our guests
- Our website is already in an accessible format
- Pamphlets will be available in accessible formats via our website

The Charcoal Group of Restaurants will take the following steps to make all websites and content conform with WCAG 2.0 Level AA by January 1, 2021.

- Marketing department will ensure ongoing compliance.

## **Employment**

The Charcoal Group of Restaurants is committed to fair and accessible employment practices.

We will take the following steps to notify the public and our team members that, when requested, The Charcoal Group of Restaurants will accommodate people with disabilities during the recruitment and assessment process when people are hired.

- Management training
- It is included in our Accessibility Plan training
- A statement is on our website in the careers section
- A statement is on our application form

The Charcoal Group of Restaurants will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for team members that have been absent due to a disability.

- Our return-to-work policies have been updated to include team members with disabilities

We will take the following steps to ensure the accessibility needs of team members with disabilities are taken into account if The Charcoal Group of Restaurants is using performance management, career development and redeployment processes.

- Management training

The Charcoal Group of Restaurants will take the following steps to prevent and remove other accessibility barriers identified.

- Communication barrier – accessible menus via braille and large print
- Organizational barrier – a hiring process that is open to people with disabilities

## **Design of Public Spaces**

The Charcoal Group of Restaurant will meet the Accessibility Standards for the Design of Public Spaces include;

- Outdoor paths of travel, like sidewalks, ramps, stairs and curb ramps
- Accessible off street parking
- Service-related elements like service counters, fixed cueing lines and waiting areas

The Charcoal Group of Restaurants has put the following procedure in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Step 1: Arrange for alternative accessible services to be used (e.g. other temporary accessible parking spaces or alternate accessible washrooms for use)

Step 2: Notify the public of the service disruption and the alternative available by posting a sign at the sight of the disruption and at the front door of the restaurant.

### **For More Information**

For more information to the accessibility plan,

Please contact Sue Wideman at:

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Accessible formats of this document are available free upon request from:

Sue Wideman