

## ACCESSIBILITY FOR EMPLOYMENT

Bight Restaurant and Bar is committed to ensuring accessibility the hiring process. Please inform us if you require any accommodations and we will do our best to provide reasonable accommodation.

## ACCESSIBILITY FOR SERVICE DELIVERY

### POLICY STATEMENT

Bight Restaurant and Bar is committed to providing goods and services to persons with disabilities in a manner that respects the individuals' dignity, independence and takes into account the specific disability of the individual consistent with the Accessibility for Ontarians with Disabilities Act, 2005 and with any subsequent amendments to the Act.

Bight Restaurant and Bar will use alternative methods to ensure customers with disabilities have equal access to goods and services, to the extent we are able.

Bight will encourage the use of individual assistive devices, support persons and guide dogs required by the individual to maintain their independence within the limitation of Bight, as long as to do so does not present a safety risk that extends beyond the individual.

Bight Restaurant and Bar will ensure employees who may provide goods and services to customers with disabilities will be trained/educated in respect to the provision of such services and are made aware of this policy and any revisions.

This policy will be made accessible to the public and provided in an accessible format and/or with communication supports, upon request.

### **In this policy,**

**Disability** is defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, and refers to:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;

- c) a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Guide dog** means a guide dog as defined in section 1 of the Blind Persons' Rights Act.

**Service animal** means an animal is a service animal if it is readily apparent that the animal is used by the person for reason relating to his/her disability or if the person receives a letter from a physician or nurse confirming that the person requires the animal for reason relating to the disability.

**Support person** means, in relation to a person with a disability, another person who accompanies him or her in order to assist with communication, mobility, personal care or medical needs or with access to goods or services.

## **PROCEDURES**

### **Training**

All new employees will be trained in their respective responsibilities under the act upon hire and as circumstances dictate.

### **Disruption in Service**

If there is a temporary disruption in the facilities normally used to access the restaurants goods and services, notice shall be given to the public.

### **Guide Dog/Service Animal**

If areas of Bight are not accessible to a guide dog or service animal, by reasons of law, those areas will be identified and provisions made to provide goods and services to the individual in alternate areas, to the extent we are able.

### **Support Person**

If a customer with a disability is accompanied by a support person, Bight Restaurant and Bar will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person. In situations where it is difficult to seat the individual and the support person beside one another, Bight will make every reasonable attempt to resolve the issue and meet the needs of the individual. If an amount is payable by a person for admission to a function or in connection with a person's presence at

the premises, Bight shall ensure that notice is given in advance of the amount, if any, payable in respect of the support person.

### **Feedback**

If barriers to goods and services are identified, individuals may submit their concerns and/or feedback to Bight Restaurant and Bar. Feedback will be responded to, in a manner that takes into account the individual's needs, and the barriers addressed to the extent we are able to accommodate.

Forms and documents available to the public will be made available in accessible formats and/or with communication supports, upon requests.

Requests for accessible documents and/or feedback can be submitted to:

Mailing: Bight Restaurant and Bar  
2201 Sleeping Giant Parkway  
Thunder Bay, ON  
P7A 0E7

Telephone: (807)622-4448

Email: [info@bightrestaurant.ca](mailto:info@bightrestaurant.ca)

2017-2020 Multi Year Accessibility Plan  
Integrated Accessibility Standards

General Deliverables	Comments	Status	Barriers	Completed Date	Areas for Improvement	Target Date
Establish policies and procedures for accessibility	a. Showing commitment to accessibility b. in written document c. made available to public d. in accessible format or with communication supports when requested	Accessibility for Service Delivery Policy completed and posted on website	None	2017	Ongoing revision	2020
Accessibility Plan to identify and remove barriers	a. multi-year b. update every 5 years c. consult people with disabilities d. make available to public (via website) and in accessible formats/communication supports when requested e. create annual status report and post on website	Accessibility Plan completed	Lack of feedback from individuals with disability	2017	Feedback needed for ongoing revision  Post on website	2020  2018

Procuring/ acquiring goods, services and facilities	a. incorporate accessibility criteria into process, unless it is not practicable to do so.	In progress  Dietary restrictions due to disability are considered when purchasing food and ingredients	Not documented in writing	2012	Standardize procedure in written format	2018
Training in accessibility standards	Includes: a. Employees b. Volunteers c. Persons involved in policy creation d. Persons providing services on behalf of organization	Not completed	Reaching all staff  Time and administrativ e resources		Coordinated staff training	2018
<b>Information &amp; Communication</b>	<b>Comments</b>	<b>Status</b>	<b>Barriers</b>	<b>Completed Date</b>	<b>Areas for Improvement</b>	<b>Target Date</b>
Feedback	a. Process for receiving and responding to feedback b. Process must be accessible to individuals with disabilities c. Notify public about process	Completed. Posted on website	None	2017	Create standardized feedback form, if necessary	2019

Accessible Formats and Communication Supports	Documents and information provided: a. in timely manner b. at a cost no more than regular cost to other individuals c. notify public about availability of formats and supports	In progress  Commitment statement in policy.	Time and quantity of existing documents	Ongoing	Reformat all existing documents in an accessible format, to be proactive	2019, or as requested
Emergency Procedure Plans and Public safety	If any emergency procedure, plan or public safety plan is created and available to the public, it should be made available in an accessible format or using communication supports as soon as is practicable, upon request.	In progress  Exit signage visible to customers and employees	Time and administrative resource	Ongoing	Inform new and existing staff about emergency response plan and have it available in an accessible format	2018
All Internet websites and web content WCAG 2.0, Level AA	All internet websites and web content must conform with WCAG 2.0 Level AA, other than, Success criteria 1.2.4 (Live), Success criteria 1.2.5 Audio descriptions pre-recorded.			2021		2021

<b>Employment</b>	<b>Comments</b>	<b>Status</b>	<b>Barriers</b>	<b>Completed Date</b>	<b>Areas for Improvement</b>	<b>Target Date</b>
Recruitment, General	a. Notify employees and public of the availability of accommodation	Completed  Statement on website  Statement in policy	None	2017	None	
Recruitment, assessment and selection process	a. Notify applicants and successful candidates of the policies and procedures for accommodation during these processes b. provide for accommodation when applicable	Completed  Statement on website  Statement in policy	None	2017	Add statement to job ads before posting	Ongoing
Inform employees of accommodation supports	a. Notify employees of policies and procedures	In progress  Policy completed	Reaching all new staff	2017	Ongoing commitment to informing new staff	Ongoing
Accessible formats and communication supports for employees	Provide information required to do ones job in an accessible format or with communication supports that take into account the persons accessibility needs	In progress  Commitment statement in policy	Time and quantity of existing employment documents	In progress	Reformat all existing employment documents in accessible format	2019 or as requested

Workplace emergency response information	Provide individualized workplace emergency response information for an individual with a temporary or permanent disability, if individual information is required	Completed Procedure in policy	None	2017	Create standardized document for consistent use	2018
Individual Accommodation Plans	Written procedure for accommodating individual with accessibility needs.	Completed Procedure in policy	None	2017	Create standardized document for consistent use	2018
Return to Work process	Written procedure for returning an injured or ill employee to work	Completed Procedure in policy	None	2017	Create standardized document for consistent use	2018
Using performance management, career development, redeployment or advancement.	Employer must take into account any accessibility needs that exist for an employee	In progress Commitment statement in policy  Individual abilities considered during performance appraisals and career advancement.	Time	2017	Ongoing commitment to new and existing staff.  Add standardized accessibility criteria into existing documents for performance management/development/redeployment/advancement	Ongoing