

# 1155324 ONTARIO INC. c.o.b. as VITTORIA TRATTORIA

## Accessibility Plan (2018-2023)

### Introduction

Vittoria Trattoria is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act* (“AODA”). This multi-year plan (the “Plan”) outlines Vittoria Trattoria’s strategy for preventing and removing barriers to address the current and future requirements of the *Integrated Accessibility Standards*, Regulation 191/11 to the AODA.

### General Requirements

In accordance with the requirements of the *Integrated Accessibility Standards*, Vittoria Trattoria will:

- Develop, implement, and maintain policies on its measures and efforts to achieve accessibility;
- Ensure that any written policies are available to the public in an accessible format, upon request;
- Establish, review, and update this Plan at least once every five years;
- Post this Plan on its website; and
- Provide this Plan in an accessible format upon request.

### Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives that Vittoria Trattoria has completed.

### Customer Service

- Vittoria Trattoria has continued to ensure that all persons with accessibility needs are accommodated during their visit to the restaurant in accordance with its Accessibility Standard for Customer Service.
- If a customer would like to provide feedback, it is encouraged that they provide it either directly to the manager on duty, or via email, or by phone. When feedback is given, Vittoria Trattoria ensures that all staff members are made aware of the

events that took place and a discussion takes place to improve or modify practices for the future.

For more information about Ontario's Customer Service Standard, visit [ontario.ca/accessibility](http://ontario.ca/accessibility).

## Strategies and Actions

### Training

Vittoria Trattoria will continue to provide training to employees and other staff members regarding the requirements of the *Integrated Accessibility Standards* and the Ontario *Human Rights Code*, as it pertains to persons with disabilities.

Training will be provided to staff upon hire, as soon as practicable and in a way that best suits their duties. Training will be provided on an ongoing basis in relation to any changes to the prescribed policies, as needed.

Vittoria Trattoria will maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.

### Customer Service

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

Vittoria Trattoria will review and update its Accessible Customer Service Plan as needed, and will continue to provide training to its employees and staff regarding the Accessible Customer Service Plan.

### Information and Communications

Vittoria Trattoria is committed to making our information and communications accessible to people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

#### *1. Feedback*

Vittoria Trattoria will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities, and will notify the

public. Individuals will have the option of providing feedback in person, via email, by phone, or in writing.

## *2. Publicly Available Information*

Vittoria Trattoria will provide or arrange for the provision of accessible formats of publicly available information, upon request, in a timely manner.

Where accessible formats and communication supports for persons with disabilities are requested, Vittoria Trattoria will:

- Provide or arrange for the provision of such accessible formats and communication supports;
- Consult with the person making the request to determine the suitability of the accessible format or communication support;
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; and
- Notify the public about the availability of accessible formats and communications supports.

## *3. Accessible Emergency Information*

Vittoria Trattoria is committed to providing customers, suppliers, and others with whom Vittoria Trattoria does business with publicly available emergency information in an accessible format, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Vittoria Trattoria will implement the following measures by October 10, 2018:

- Emergency procedures, plans, and public safety information that are prepared by Vittoria Trattoria and made available to the public will be made available in an accessible format, upon request;
- Individualized workplace emergency response information measures for employees with disabilities will be developed, as required;
- Where required, Vittoria Trattoria will provide assistance to specific disabled employees, with the disabled employee's prior consent, to help them evacuate the workplace in case of an emergency or disaster;

- Individualized emergency plans will be communicated to employees' respective managers, on an "as needed" basis; and
- On an ongoing and regular basis, in accordance with the *Integrated Accessibility Standards*, Vittoria Trattoria will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility needs continue to be addressed.

#### 4. Accessible Website and Web Content

Vittoria Trattoria will ensure that its website and web content that are controlled within Ontario conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA by October 10, 2018 but for the exclusions set out in the *Integrated Accessibility Standards*.

Vittoria Trattoria will advise staff and any other individuals responsible for websites and web content of the requirements of the *Integrated Accessibility Standards*. Vittoria Trattoria will expand corporate awareness of requirements for compliance with Information and Communication Standards of the AODA.

### Employment

Vittoria Trattoria is committed to fair and accessible employment practices.

#### 1. Recruitment

In accordance with the *Integrated Accessibility Standards*, Vittoria Trattoria will take the following steps to notify the public and staff that, when requested, Vittoria Trattoria will accommodate people with disabilities during the recruitment and assessment process, and once individuals are hired:

- Review and modify, as necessary, existing recruitment policies, procedures, and processes;
- On job postings, specify that accommodation is available for applicants with disabilities;
- Notify job applicants, when individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process;
- If an applicant requests accommodation, consult with the applicant and arrange for suitable accommodation in a manner that takes into account the applicant's individual accessibility needs;

- Include information about accommodation policies in offers of employment; and
- Provide newly-hired employees with copies of accommodation policies contained in the employment manual.

## *2. Performance Management and Career Development*

Vittoria Trattoria will take into account the accessibility needs and the disabilities of an employee, as well as individual accommodation plans, when:

- Using its performance management process; and
- Providing career development and advancement.

## *3. Training*

Vittoria Trattoria 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. Vittoria Trattoria will continue to provide training to staff upon hire, and update the training as needed, in this regard.

## *4. Workplace Information*

Vittoria Trattoria will provide workplace information in an accessible format if an employee requests it. This includes:

- Any information required by employees to perform their jobs (e.g. job description and manuals); and
- General information that is available to all employees at work (e.g. company newsletters, bulletins about company policies, and health and safety information).
- Emergency information to employees, when we become aware that an employee may require accommodation in an emergency.

## **Information**

For more information on this accessibility plan, please contact Stacey Santaguida at 613-789-8959, [INFO@VITTORIATRATTORIA.COM](mailto:INFO@VITTORIATRATTORIA.COM)

You can also find more information at [VITTORIATRATTORIA.COM](http://VITTORIATRATTORIA.COM)

Standard and accessible formats of this document are free on request from [VITTORIATRATTORIA.COM](http://VITTORIATRATTORIA.COM) and Stacey Santaguida at 613-789-8959.