

# **AODA Multi-Year Plan**

## **Introduction**

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards Regulation (O. Reg. 191/11, s. 4 (1)), FAB Restaurant Concepts Inc., has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the next five years to prevent and remove barriers to accessibility. FAB Restaurant Concepts recognizes that the AODA obligations are far-reaching, with varying levels of responsibility across the business, which is why FAB Restaurant Concepts has taken a strategic approach to implementation.

## **Commitment**

FAB Restaurant Concepts is committed to making the organization more accessible by preventing and removing barriers to persons with disabilities. All FAB Restaurant Concepts associates have a role in creating an accessible and inclusive organization. In this multi-year plan various groups have been assigned leadership and responsibility to ensure our goals are met. The multi-year plan is a fluid document and framework which provides high level deliverables and activities over the next five years.

FAB Restaurant Concepts has established an AODA Committee to support the integration of this multi-year plan.

## **FAB Restaurant Concepts Accessibility Committee**

FAB Restaurant Concepts AODA committee is comprised of leaders representing all areas of the business. The committee provides input on the identification and removal of barriers and the prevention of new barriers, as they relate to goods, services and facilities. The committee members champion and are accountable for the successful implementation of FAB Restaurant Concepts accessibility initiatives, as they relate to the AODA Accessibility Standards and their respective functional area across the business.

The Committee is responsible for attending the annual status meeting which will review the outcomes of the deliverables and activities as stated in this plan. The AODA committee will also contribute changes to this plan as required.

FAB Restaurant Concepts AODA Committee also works to inspire leadership to promote accessibility throughout FAB Restaurant Concepts by:

- helping with consultations in and outside the organization
- supporting and promoting FAB Restaurant Concepts accessibility tools and guides
- supporting or coordinating many other initiatives, as shown throughout this document
- sharing FAB Restaurant Concepts accessibility best practices and experience with our partners

- provide accessible formats of documents upon request

FAB Restaurant Concepts has implemented an AODA Advisor who is accountable for the development and execution of the accessibility strategy and providing leadership and expertise to the Committee.

## **FAB Restaurant Concepts Strategic Road Map**

FAB Restaurant Concepts multi-year accessibility plan is a road map that describes the steps to be taken to make FAB Restaurant Concepts a more accessible organization. This Plan documents our approach to building an accessible environment for our Guests and Associates by outlining the actions that FAB Restaurant Concepts will take to improve opportunities for all. The contents were developed in consultation with FAB Restaurant Concepts Accessibility Committee and will be reviewed annually as part of our AODA committee objectives. The multi-year plan will be updated every five years as part of our integrated standard requirements.

## **Accomplishments to date**

- FAB Restaurant Concepts Accessible Customer Service Policy - Implemented FAB Restaurant Concepts wide – December 12, 2011
- FAB Restaurant Concepts Accessibility Customer Service Procedures - Implemented FAB Restaurant Concepts wide – December 12, 2011
- Serving Guest's with Disabilities Training - designed and delivered to all FAB Restaurant Concepts employees serving Guests, December 12, 2011

## **For More Information**

This document is available in an alternative format upon request. Please contact the AODA Advisor, Shauna Murphy at [shauna@fabrestaurants.ca](mailto:shauna@fabrestaurants.ca) (416) 769-9737, 171 East Liberty Street, Suite 300, Toronto, Ontario, M6K 3P6

## FAB Restaruant Concepts Inc Mutli Year Accessibility Plan

GENERAL REQUIREMENTS					
Compliance Date	Compliant Category	Description	Action	Review / Due Date	Status / Compliance
01-Jan-14	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this regulation.	Policy document and procedure document created and posted on websites/documents/People Development/AODA/Corporate/Policies and Procedures	Dec-13	Compliant
			Review policy and procedures annually to ensure new legislation and or accommodations are included	Annually	Ongoing
			Policies and Procedures posted on all brand and FAB Concepts websites.	Dec-13	Compliant
01-Jan-14	Accessibility Plans	4.(1) Large organizations shall, a) 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 under this regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Barrier identification completed.	Jun-11	Compliant
			Multi year plan completed by all key stakeholder groups.	Aug-14	Complete
			Multi Year plan developed.	May-14	Complete
			Multi Year plan reviewed and approved by Ownership	Aug-14	Compliant
			Multi Year plan posted on all brand and FAB Concepts websites.	Aug-14	Compliant
01-Jan-14	Self Service Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self service kiosks.	Review available accessibility features in the existing technology and determine feasibility for hand held pay at the table systems and POS terminals	Annual Review	Ongoing

01-Jan-15	Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods and services or facilities on behalf of the d) board of directors organization.	Annually Review of our employment policies and practices and apply any changes and enhancement to our hiring tools.	Annual Review	Ongoing
			Training leaders scheduled to meet annually to review AODA standards, practices and align on actions of change (if required)	Annual Review	Ongoing
			Implement a disclaimer on all Training tools, job aids, videos and communications stating our standards of accommodation.	Nov-14	In Progress
			Implement AODA polices stating standards of accommodation in Employee onboarding tools; Employee Handbook and Manuals.	Nov-14	Complete
			Deploy new standards and practices related to AODA standards as they arise.	Annual Review	Ongoing
			Maintain a system to allow for records on AODA training to be tracked.	Ongoing	Ongoing
			Meet with Leadership team to review AODA legislation and the requirements to comply with accommodations relating to policies and practices.	Annual Review	Ongoing

**INFORMATINO AND COMMUNICATION STANDARDS**

Compliance Date	Compliant Category	Descritpion	Action	Review / Due Date	Status / Compliance
Jan-15	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request. Any external services for feedback must be made available in additional formats upon	Identify all feedback processes across the organization.	Oct-14	Complete
			Guest feedback can be provided in person, in writing, by email, mail and phone. Associate and Guest materials include this information.	Dec-14	Complete

Jan-16	Accessible Formats and Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for provision of accessible formats and communication supports for persons with disabilities,</p> <p>b) at a cost that is no more than the regular cost charged to other persons 12.</p> <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communications supports.</p>	Policy and procedures to include the service accommodations regarding Guests who are accommodated by a support persons.	Jan-14	Completed
			Review and discuss with Senior Leadership Team the implimentation and use of Braille and/or large font menus are available in all restaurants	Jan-15	In Progress
			Update procedures to include how to consult with the person making the request in determining suitability of an accessible format or communication support.	Feb-15	In Progress
Jan-14	Accessible Websites & Web Content	14.(2) Designated and public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Meet with comitte to communicate and share the AODA requirements.	Jan-14	Completed
Jan-21	Accessible Websites & Web Content	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.	Websites - Identify website requirements to ensure they are conforming to the standards with all new changes applied post January 2014 towards the Level AA requirements.	Jan-15	ongoing
			Recruitment - ensure that all external websites supporting our candidate experience conform to the standards with all new changes applied post January 2014 towards the Level AA requirements.	Jan-15	ongoing

**EMPLOYEMENT STANDARDS**

Compliance Date	Compliant Category	Description	Action	Review / Due Date	Status / Compliance
Jan-16	Employment Standards	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Meet with committee to communicate and share the AODA requirements.	Jan-15	Complete
			All job postings to include our accessible accommodations including alternative ways to apply online, by phone, in person.	Feb-15	In Progress
Jan-16	Recruitment - Assessment or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are 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. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Apply changes to the interview guides used for hourly Employees and managers in the restaurant to include step by step process for Hiring Managers to ensure accommodations are made when scheduling interviews in the restaurant.	Mar-15	Complete
			Ensure the individual Accommodation Form is included in all new hiring packages.	Jan-15	Complete
Jan-16	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities.	All offer letters for salaried managers includes a clause that indicates where an accommodation is required, prior to their first day of employment, to notify the hiring manager to make the necessary arrangements. They can notify their hiring manager using multiple formats, phone, e-mail, in-person.	Jan-15	Complete
			Recruitment to communicate the policies to all new hiring managers who are not aware of the AODA requirements and how we accommodate in regards to recruiting. Onboarding, and training.	ongoing	ongoing
Jan-16	Informing Employees of Supports	25.(1) Every employer shall, inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provisions of job accommodations that take into account an employees needs due to a disability. 25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Review existing policies to ensure they reflect the language for all new and existing Employees in regards to accommodating disabilities.	Mar-15	Complete

			Include updated policies as part of the new Employee hiring process - at restaurant level and at the restaurant and home office level.	Mar-15	Complete
			Ensure that all updated policies are updated in all employee manuals	Annually	ongoing
Jan-16	Informing Employees of Supports	25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.	Communicate and highlight changes in the policies annually as part of our code of conduct practice	Annually	ongoing
			All hiring managers to be informed of the policy and procedures to accommodate new employees with disabilities or existing employees with disabilities. Temporary or permanent accommodations will be implemented depending on the needs of the employee.	Jan-15	ongoing
Jan-16	Accessible Formats and Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employees job; and (b) information that is generally available to employees in the workplace. 26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support	Develop procedures on how we will accommodate employees as it relates to communication and training materials required to perform the job.	Jul-15	In Progress
			Update the policy and procedures documents to reflect the accommodations for each disability.	Jul-15	ongoing
			Ensure annual code of conduct reflects the changes to the accommodation plan and that all existing and new Employees are aware of the updates.	Dec-15	Complete

Jan-12	Workplace Emergency Response Information	<p>27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the needs for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. (3)</p> <p>Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employees disability. (4)</p> <p>Every employer shall review the individualized workplace emergency response information, a)</p> <p>when the employee moves to a different location in the organization; b)</p> <p>when the employees overall accommodations needs or plans are reviewed; and c) when</p> <p>the employer reviews its general response policies.</p>	Ensure all relevant policies and procedures are updated to reflect the steps and processes to follow when accommodating Associates with disabilities.	Jan-12	Compliant
			Review current policies and procedures and update to reflect the requirements as outlined in this section of the act.	Jan-12	Compliant
			Create template for employee emergency response information with questions and authorization for Individual Accommodation Plans. Unique plan created based on the questionnaire	Jan-12	Compliant
			Ensure all Managers are aware of the individualized workplace emergency response process as part of our annual code of conduct process.	Jan-12	Compliant
			Ensure temporary and permanent disabilities are in scope and accommodated following our policies and procedures.	Jan-12	Compliant



Jan-16	Documented Individual Accommodation Plans	<p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which employees requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodations can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employees.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. In an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol>	Create new policy and document current procedures to update and reflect the steps and processes to follow when creating an individual accommodation plan for Associates with disabilities as outlined in the section of the act.	Jun-14	Compliant
			Create template for employee emergency response information with questions and authorization for Individual Accommodation Plans. Unique plan created based on the questionnaire	Jun-14	Compliant
			Create individual accommodation plan template that Managers and employees create and prepare together.	Jun-14	Compliant
			Ensure all Managers are aware of the individualized workplace emergency response process as part of our annual code of conduct process.	Annually	ongoing
			Ensure policies and procedures are included as part of the Employee Hiring process	Annually	ongoing

Jan-16	Performance Management	30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	Review current process to ensure that Employees with disabilities are measured in a way that accommodates their disability.	Annually	ongoing
			Ensure all Managers are aware of the performance management process and the policies and procedures that support the process.	ongoing	ongoing
Jan-16	Career Development & Advancement	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Review current talent review process to ensure that Associates with disabilities are rated and calibrated in a way that accommodates their disability.	Sep-15	In Progress
			Ensure all Managers are aware of the Talent review process and the policies and procedures that support the process for Associates with disabilities when communicating and launching the programs annually..	Sep-15	In Progress

**CONSTRUCTION/DEVELOPMENT/DESIGN**

Compliance Date	Compliant Category	Description	Action	Review / Due Date	Status / Compliance
Jan-17	Waiting Areas	Where there is fixed seating in a waiting area, a minimum of 3% must be accessible	Review requirements as dictated by the AODA	Jan -17	in progress
			Implement details into all new build and renovation projects	Jan -17	in progress
			Access which elements are required to be revised	Jan -17	in progress
Jan-17	Room Lighting Levels	Ensure dining room lighting levels are per AODA guidelines	Review requirements as dictated by the AODA	Jan-17	in progress
			Access which elements are required to be revised	Jan-17	in progress
			Implement details into all new build and renovation projects	Jan-17	in progress
Jan-17	Stairs, Ramps and Elevated Platforms	Ensure stairs, ramps and elevated platforms conform to AODA guidelines	Review requirements as dictated by the AODA	Jan-17	in progress
			Access which elements are required to be revised	Jan-17	in progress
			Implement details into all new build and renovation projects	Jan-17	in progress