

## ACCESSIBILITY POLICY AND MULTI-YEAR ACCESSIBILITY PLAN

Cactus Restaurants Ltd. is committed to and guided by the core principles of the equal and fair opportunity, integration, dignity and independence of all potential and current business partners as well as members of the public and supports the full inclusion of persons as set out under the Ontario *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act (AODA)*.

This policy is an extension of our mission, Every Guest Leaves Happy. We will meet the needs of individuals with disabilities in a timely and conscientious manner by working progressively towards removal of barriers to accessibility and integrating the services available to individuals with disabilities into the exceptional services that Cactus Club Cafe already provides to its guests. We will continue to develop, maintain and review our strategies to ensure our establishment and services are made accessible to all individuals and respect the dignity and independence of all.

### PURPOSE OF THIS ACCESSIBILITY POLICY AND MULTI-YEAR ACCESSIBILITY PLAN

This Accessibility Policy and Multi-Year Accessibility Plan outlines a phased-in strategy to comply with the current and future requirements of the AODA and its Regulations. Cactus will report on the progress and implementation of the plan as required by the AODA, post this document on our website and will provide it in alternative formats upon request. This Accessibility Policy and Multi-Year Accessibility Plan will be reviewed at least once every five years.

### MEETING THE ACCESSIBILITY NEEDS OF OUR GUESTS

Cactus Restaurants will implement an accessible customer services policy. A copy of this policy will be posted where it is likely to come to the attention of our guests and will be provided in a manner that considers the individual's disability, upon request.

Cactus Restaurants is committed to removing accessibility barriers through the ongoing education and awareness of accessibility needs while providing training to all business partners, volunteers, managers and head office employees on the Integrated Accessibility Standards under the AODA and the *Human Rights Code* as it pertains persons with disabilities. Cactus business partners are also trained through live orientations and face-to-face sessions on information including accessibility for customer service, as it relates to their job duties, and other materials as necessary.

To ensure communication and information needs are met, Cactus Restaurants will endeavour to create, provide and receive information and communications in ways that are accessible to individuals with disabilities. We will always strive to accommodate guests' needs to the best of our ability and will review our processes if a solution cannot be found. Notice of accessible formats and communication supports will be posted on the Cactus website and on any other reasonable method. If Cactus Restaurants determines that it is not technically feasible to convert the information or communications, it shall, upon request, provide the person that requires the information with an explanation and a summary of the unconvertible information or communications. The Cactus website and web content will strive to meet the requirements of WCAG 2.0 at level AA by January 1, 2021, except where this is impracticable to do so.

All information regarding our feedback process is readily available to our customers. Guests are encouraged to speak with our management teams within the restaurant or alternatively to visit our website to submit feedback. A member of our guest relations team or the restaurant manager will respond to the comment within 2 business days via email or phone. Cactus Restaurants will ensure that these feedback processes are provided in accessible formats and with communications supports, upon request.

Waitlist pager systems, debit machines and cash terminals are equipped with multiple accessibility features that are reviewed annually to ensure they meet the needs of our guests. These features are discussed with our business partners during orientations as is other accessibility touch points within our restaurants.

Cactus Restaurants will incorporate accessibility into the public spaces that it constructs or redevelops on and after January 1, 2017. We will ensure that we follow the requirements stated under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) and will provide, within our contractual obligations and capabilities, restoration and maintenance of our public spaces by ensuring there are procedures for preventative and emergency maintenance of accessible elements in Cactus Restaurant's public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

## **MEETING THE ACCESSIBILITY NEEDS OF OUR BUSINESS PARTNERS**

Business partners who have disability-related needs will be treated respectfully and any information they provide to Cactus will be treated with the utmost sensitivity. Cactus Restaurants commits to implementing fair and accessible employment practices including during the recruitment and selection process. Job applicants will be notified that accommodations are available upon request in relation to the recruitment and selection process. Accommodations will be discussed with the applicant and reasonable accommodation will be provided. Successful candidates will be further notified of our policies on accommodating business partners with disabilities.

Cactus Restaurants will notify its business partners of its policies used to support its business partners with disabilities. Cactus Restaurants will implement a written process for the development of Individualized Accommodation Plans for business partners with disabilities requiring workplace accommodations in accordance with the requirements of the Integrated Accessibility Standards under the AODA. Accommodation plans for business partners will be developed together in a clear and consistent way; formally recorded, reviewed and updated on an ongoing basis. Accommodation plans will include accessibility options for performance management processes, career development and job changes. When requested, Cactus will work with business partners to ensure workplace information is accessible including in user-friendly formats or with communication support as identified by the business partner. Individuals returning to work after temporary, recurring and permanent disabilities will have individualized accommodation plans.

Upon request, employees with disabilities who may require assistance in the event of an emergency will be provided with individualized emergency response information. When necessary and with their consent, this information may be shared with a designated support person. Emergency plans will be created on a case by case basis in conjunction with the business partner, and will be integrated into the individual's accommodation plan. General emergency response information available to the public will be communicated to all bps and guests and clients in an accessible format, upon request.