



Frontier BBQ & Steakhouse

HR01	Integrated Accessibility Standards	April 2016	HR Manager
Policy #	Title	Issued	Approved by

Statement of Commitment

Frontier BBQ & Steakhouse is committed to excellence in serving all Guests, including people with disabilities, and will carry out its functions and responsibilities in a hospitable manner to accommodate such individuals.

Frontier BBQ & Steakhouse is also dedicated to giving people with disabilities the same opportunity to access our goods and services, and allowing them to benefit from the same services, in the same place, and in a similar way as other Guests.

Frontier BBQ & Steakhouse will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA.

Dignity - goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence - Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration - Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Scope

This Policy applies to all Frontier BBQ & Steakhouse Associates.

Policy Procedures

1.0 Accessibility Plan

Frontier BBQ & Steakhouse has established and implemented a multi-year accessibility plan which is available on the Days Inn website Accessibility page. The purpose of this document is to outline the Restaurant's strategy to prevent and remove barriers. This plan is reviewed and updated every five years. Accessible format of the plan is provided upon request.



2.0 Procuring or Acquiring Goods, Services or Facilities

Frontier BBQ & Steakhouse incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

If Frontier BBQ & Steakhouse determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods services or facilities, it shall provide, upon request to the Purchasing Department, an explanation.

3.0 Self-Serve Kiosks

Frontier BBQ & Steakhouse incorporates accessibility features when designing, procuring or acquiring self-service Kiosks. Any current Kiosks will be reviewed upon updating or procuring of future self-service Kiosks.

4.0 Emergency Procedure

Frontier BBQ & Steakhouse prepares emergency procedures that impact the public and makes the information available to the public via the Restaurant's public website.

Once a Guest advises the Restaurant of their disability, the information will be communicated to the Manager on Duty. Both the dining room and kitchen have a smoke detector and fire alarm to alert Guests of fire and time to evacuation.

Each department has a map outlining the nearest exit to use in case of emergency. Management is also available to provide assistance in explaining exit routes.

If there is an immediate threat on the floor that requires evacuation, a special needs report is provided by the Manager to the Fire Department. Guests are encouraged to ask any Associate or to dial "911" for assistance.

5.0 Accessible Websites and Web Content

Frontier BBQ & Steakhouse makes 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, to websites and web content that the organization controls directly. Frontier BBQ & Steakhouse will do so in accordance with the following schedule:

- By January 1, 2014 (Level A)
- By January 1, 2021 (Level AA)



6.0 Individual Accommodation Procedures

6.1 Individualized Workplace Emergency Response Information

Frontier BBQ & Steakhouse provides individualized workplace emergency response information to Associates who have a disability, upon request. Associates are given the opportunity to request emergency accommodations during their new hire appointment on the new hire package.

For any Associate who wishes to disclose the need to have an emergency response plan, Human Resources or the Associate's Manager/Supervisor will work together to fill out the Emergency Evacuation Plan Form and implement an emergency response plan.

Once the plan has been finalized, an annual review will be required to ensure effectiveness. Only persons associated with the plan will receive information regarding the arrangement.

The Emergency Plan will be stored in the Associate's file and in the department where the Associate works. Frontier BBQ & Steakhouse will update the individualized workplace emergency plan when:

- The Associate moves to a different department in the organization;
- The Associate's overall accommodations needs or plans require change; and
- The Associate moves to a different location within the Restaurant

6.2 Individual Accommodation Plan (IAP)

Frontier BBQ & Steakhouse provides individual accommodation plans to Associates who have a disability, upon request. Associates are given the opportunity to request accommodations during their new hire appointment on the new hire package.

Once the request has been made, Human Resources or the Associate's Manager/Supervisor will work together to fill out the Individual Accommodation Plan Form and implement an IAP.

Once the plan has been finalized, an annual review will be required to ensure effectiveness. Only members associated with the plan will receive information regarding the arrangement.

The IAP will be stored in the Associate's file and in the department where the Associate works. Frontier BBQ & Steakhouse will update the individualized workplace emergency plan when:

- The Associate moves to a different department in the organization;
- The Associate's overall accommodations needs or plans are reviewed; and
- The Associate moves to a different location within the Restaurant



7.0 Recruitment Processes for Persons with Disabilities

7.1 Notification to Applicants about Accommodation in the Recruitment Process

Frontier BBQ & Steakhouse will inform applicants that any requests made for accommodation during the recruitment process will be acknowledged. This is communicated on all postings and the application form. Frontier BBQ & Steakhouse will also ask during the pre-screen questions if the applicant requires any special accommodations to prevent any barriers. This may include calling applicants to ask pre-screen questions, having their interpreter attend the interview or a quiet area for the interview.

7.2 Notification to Applicants Selected that Accommodations are available upon request

The Offer of Employment Letter contains information stating that accommodations may be provided to Associates who disclose a physical or sensory disability, a learning disability, a mental health illness, or a chronic health condition, upon receipt of documentation from an appropriate health practitioner. Associates who have temporary disabilities (e.g. broken dominant arm) are also eligible to receive accommodation services.

7.3 Notification to Successful Applicants of Accommodation policies

Individualized Workplace Emergency Response Information is taught during New Hire Orientation and included in the Associate Handbook. Associates are advised to talk to their Manager if accommodation is needed and full policies are available upon request.

8.0 Career Development

8.1 Accessibility Considerations in Performance Management

Frontier BBQ & Steakhouse conducts performance reviews once the Associate's probationary period has passed and on an annual basis. Feedback will be provided to Associate in a way that is accessible and if applicable outlined in the IAP. Accommodations may be necessary to assist Associates to achieve higher performance and may be discussed during performance reviews.

8.2 Accessibility in Career Development

Any developmental tools (i.e. training, feedback) will be provided to the Team Member in a way that is accessible and if applicable outlined in the IAP in effort to prevent limitations for the Associate's opportunity for development.



9.0 Change in Employee Position

9.1 Accessibility Considerations in Career Advancement

Should an Associate receive a promotion or transfer, considerations of how the Associate will be accommodated in the new role must be considered. Also updates to the existing Individual Accommodation Plan (IAP) will occur if applicable.

9.2 Accessibility Considerations in Redeployment

Should an Associate go through redeployment, considerations of how the Associate will be accommodated in the new role must be considered. Also updates to the existing Individual Accommodation Plan (IAP) will occur if applicable.

10.0 Return To Work process

Should an Associate acquire a disability during employment at Frontier BBQ & Steakhouse, the RTW policy and process will be used to allow Associate to return to work. Refer to the RTW Policy for more information or contact the WSIB/Health & Safety Specialist at 905-353-7170.

Communication

Requirements shall be communicated through training. Any changes to this policy shall be communicated to all Associates to whom it pertains.

Evaluation

This policy shall be reviewed at least annually to ensure compliance with the Accessibility for Ontarians with Disabilities Act, and any other relevant regulations.

Reference Materials

Accessibility for Ontarians with Disabilities Act, 2005
Human Rights Code, R.S.O. 1990, c. H.19.