

Multi-Year Accessibility Policy

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 and applies to the provision of goods and services to the public, not to the goods themselves.

Purpose

Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by:

- Developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- Providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards. 2005, c. 11, s. 1.

Definitions

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

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

Assistive Device – a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that Guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- Multi-Year Accessibility Plan
- The Provision of Goods and Services to Persons with Disabilities
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Recruitment
- Workplace Emergency Response
- Training
- Notice of Availability and Format of Required Documents
- Modifications to this or Other Policies

Multi-Year Accessibility Plan

Chop Steakhouse Bar has developed and will continue to maintain a Multi-Year Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated (where applicable) at least once every five years and posted on the company's website.

Provision of Goods and Services

Chop Steakhouse Bar will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all Guests receive the same value and quality;
- Allowing Guests with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the Guest's disability.

Assistive Devices

Guests utilizing personal assistive devices may utilize their devices while accessing or using our services and establishments where necessary, Chop Steakhouse Bar will ensure that individuals using personal assistive devices are readily accommodated to ensure comfortability and accessibility.

Guide Dogs, Service Animals and Service Dogs

The Health Protection and Promotion Act, normally does not allow animals in places where food is prepared, served or offered for sale. It does allow guide dogs and service dogs into places where food is served, sold or offered for sale.

If it's not readily apparent that a dog is being used by the Guest for reasons relating to his or her disability, Chop Steakhouse Bar may request verification from the Guest.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability;
- A valid identification card signed by the Attorney General of Ontario; or
- A certificate of training from a recognized guide dog or service animal training school.

Support Persons

Guests with disabilities who are accompanied by a support person are always welcome in our restaurants. We will ensure Guests are not prevented from having access to the support person.

Notice of Service Disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of our company. In the event of any temporary disruptions to facilities or services that Guests with disabilities rely on to access or use our locations, goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Feedback Process

Chop Steakhouse Bar shall provide Guests with the opportunity to provide feedback on the service provided to Guests with disabilities. Information about the feedback process will be readily available to all Guests through our website. Feedback can be given either verbally via person, by telephone, written letter or direct email to the restaurant or our Home Office.

Submitting Feedback, Questions or Concerns:

Director of Human Resources

31 Hopewell Way NE, Calgary AB T3J 4V7

403.543.2622

info@moxies.ca

Recruitment

Chop Steakhouse Bar will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Chop Steakhouse Bar will notify job applicants selected to participate in an assessment or selection process that accommodations are available upon request relating to the materials or processes to be used.

If a selected applicant requests accommodation, Chop Steakhouse Bar will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs relating to his or her disability.

When making offers of employment, Chop Steakhouse Bar will notify the successful applicant of its policies for accommodating team members with disabilities.

Workplace Emergency Response

Chop Steakhouse Bar will provide individualized workplace emergency response information to team members who have a disability, if the disability is such that the individualized information is necessary, and if Chop Steakhouse Bar is aware of the need for accommodation due to the team member's disability. Chop Steakhouse Bar



will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the team member requires assistance, Chop Steakhouse Bar will, with the consent of the team member, provide the workplace emergency response information to the person designated by Chop Steakhouse Bar to provide assistance to the team member.

Chop Steakhouse Bar will review the individualized workplace emergency response information when the team member moves to a different location in the organization, when the team members overall accommodations needs or plans are reviewed, or when Chop Steakhouse Bar reviews its general emergency response policies.

Chop Steakhouse Bar will maintain a written process for the development of documented individual accommodation plans for team members with disabilities.

If requested, information regarding accessible formats and communications supports available will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

Training

Accessible customer service training is provided to all of our team members and those who participate in developing policies, plans, and procedures on behalf of the company. Training will be offered to all current team members during the onboarding process for new hires and when changes are made to this policy. Training will include:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Instructions on how to interact and communicate with individuals with various types of disabilities, including those using assistive devices, service animals, guide dogs and support persons
- The use of equipment or devices available on-site to support accessibility in the restaurant and that enhances the Guest experience
- Steps to take if a person with a particular type of disability is having difficulty accessing any part of our restaurants or services

Chop Steakhouse Bar will keep records of the training provided, including dates on which training is provided and the number of team members who attended the training.



Notice of Availability

Chop Steakhouse Bar shall notify Guests that the documents related to the Accessibility Standards for Customer Service are available upon request and in a format, that takes into account the Guest's disability. Available formats include: in print or via our website. Notification will be given by posting the information on Chop Steakhouse Bar websites.

Modifications to this or Other Policies

Chop Steakhouse Bar strives to create an environment that promotes dignity, independence, integration and equal opportunity for people with disabilities. Any policy or practice that is against this goal will be modified or removed. Please contact us with any additional questions.