



# AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

## Intent

This 2012 to 2018 accessibility plan outlines the policies and actions that Keg Restaurants Ltd. have/will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

## Statement of Commitment

Keg Restaurants Ltd. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold all requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations. Additionally, we strive to meet the needs of individuals with disabilities in a timely and effective manner.

## Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	2014
Current Barriers:	<ul style="list-style-type: none"> <li>• Time</li> <li>• People resources</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Making this a priority</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Reviewing and training</li> </ul>		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline:	January 2015
Current Barriers:	<ul style="list-style-type: none"> <li>• Finding a vendor and communicating to all staff</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Vendor in place</li> <li>• Roll-out training at a time that all staff and managers can learn and implement policies and practices</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Continuous onboarding of new staff and managers</li> </ul>		
Responsible Authority:	Human Resources	Results:	Scheduled and will be completed by June 30, 2017

Information and Communications Standard			
<b>Accessibility Requirement:</b>	Feedback Process	<b>Compliance Deadline:</b>	2015
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>Making all feedback accessible</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Updating website</li> <li>Updating process of handling guest concerns</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>Keeping all new managers and staff apprised of the feedback process</li> </ul>		
<b>Responsible Authority:</b>	Human Resources and Operations	<b>Results:</b>	Completed in 2015 – ongoing attention required.
<b>Accessibility Requirement:</b>	Accessible formats and communication supports	<b>Compliance Deadline:</b>	2015
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>Website update</li> <li>In-house communication update</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Working with new vendor</li> <li>ensuring iPads are available to barrier-free communication of policies</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>None foreseeable</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Completed 2015
<b>Accessibility Requirement:</b>	Emergency procedures, plans or public safety information	<b>Compliance Deadline:</b>	January 2017
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>Updating all the data required administratively</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Updating individual and public policies; and information as a focus with operations team</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>Maintaining as locations and individuals change</li> </ul>		
<b>Responsible Authority:</b>	Human Resources and Operations	<b>Results:</b>	Completed January 2017

Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	2015
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Maintaining both internally and with website vendor to avoid disruptions to service</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Marketing and Human Resources	Results:	Completed 2015
Accessibility Requirement:	Educational and training resources or materials	Compliance Deadline:	January 2015
Current Barriers:	<ul style="list-style-type: none"> <li>• Completed in 2015</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>•</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Maintaining new materials</li> </ul>		
Responsible Authority:	Training Department	Results:	Completed 2015
Accessibility Requirement:	Training to educators	Compliance Deadline:	Ongoing
Current Barriers:	<ul style="list-style-type: none"> <li>• Time</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Training all new managers on AODA</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resources	Results:	Completed but ongoing attention needed

Employment Standard			
<b>Accessibility Requirement:</b>	Recruitment, assessment and selection processes	<b>Compliance Deadline:</b>	January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Communication to all levels</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Roll out meetings</li> <li>• Sharing information on employee network</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Completed 2017
<b>Accessibility Requirement:</b>	Informing employees of supports	<b>Compliance Deadline:</b>	January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Reaching each employee</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Employee network</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Completed 2017
<b>Accessibility Requirement:</b>	Accessible formats and communication supports for employees	<b>Compliance Deadline:</b>	January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Using iPads and oral presentations as necessary</li> <li>• Addressing individual needs for those with learning disabilities</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Completed 2017
<b>Accessibility Requirement:</b>	Workplace emergency response information	<b>Compliance Deadline:</b>	January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Communication</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Posting and sharing via internal portal</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Completed 2017

Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	January 2016
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Providing documents on internal communication site</li> <li>• Adding to hiring process</li> <li>• Adding to Phase II leadership training</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Keeping up to date</li> </ul>		
Responsible Authority:	Human Resources	Results:	Completed 2017 and ongoing
Accessibility Requirement:	Return to work process	Compliance Deadline:	January 2016
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• In place since 2003</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resources	Results:	Completed 2003 and annually reviewed
Accessibility Requirement:	Performance management process	Compliance Deadline:	January 2016
Current Barriers:	<ul style="list-style-type: none"> <li>• Updating documents and processes</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Updating documents</li> <li>• Updating Phase II – leadership training for managers</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resources and Training	Results:	Completed 2017
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	January 2016
Current Barriers:	<ul style="list-style-type: none"> <li>• Personal biases or misconceptions</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Training for senior leaders on diversity</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Personal biases</li> </ul>		

<b>Responsible Authority:</b>	Human Resources and Operations	<b>Results:</b>	Documents completed but ongoing guidance and further education needed
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<b>Accessibility Requirement:</b>	Make parking accessible (off-street)	<b>Compliance Deadline:</b>	January 2017
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>Working with landlords</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Communicating with development team and landlords</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		
<b>Responsible Authority:</b>	Development	<b>Results:</b>	Completed January 2017
<b>Accessibility Requirement:</b>	Make waiting areas accessible	<b>Compliance Deadline:</b>	January 2017
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Working with architects and development</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>Already in place</li> </ul>		
<b>Responsible Authority:</b>	Development	<b>Results:</b>	January 2017
<b>Accessibility Requirement:</b>	Maintain the accessible parts of your public spaces	<b>Compliance Deadline:</b>	January 2017
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>Patios and shared walkways</li> <li>Working with landlords who own and manage the spaces</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Communication</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		
<b>Responsible Authority:</b>	Development and Operations	<b>Results:</b>	January 2017

**Customer Service Standards**

<b>Accessibility Requirement:</b>	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	<b>Compliance Deadline:</b>	2012
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		

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Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Creating and implementing policies</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resources	Results:	
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	January 2013
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Completed in 2012</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resources	Results:	Completed 2013
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	2013
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• No changes necessary; this has always been part of excellent customer service for The Keg</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Operations	Results:	Completed 1971
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Keg Restaurants Ltd.'s goods, services, or facilities if the person's service animal is excluded from the premises	Compliance Deadline:	2013
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• No changes necessary; this has always been part of excellent customer service for The Keg</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Operations and Human Resources	Results:	Completed 1971
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	January 2013

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Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Posting online disruptions</li> <li>• Providing a post-able document for locations to post on premises</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Positing in a timely manner</li> </ul>		
Responsible Authority:	Human Resources and Operations and Marketing	Results:	January 2013 Completed
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	January 2013
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Making available through <i>contact us</i> forum on The Keg website</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Marketing and Human Resources	Results:	Completed January 2013
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	2012
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Already a part of ongoing orientations and new staff training</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human resources and Operations	Results:	Completed and reported on in 2013
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	January 2012
Current Barriers:	<ul style="list-style-type: none"> <li>• Communication</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Maintaining training and tracking records</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Time</li> </ul>		
Responsible Authority:	Human Resources and Operations	Results:	Completed 2012





<b>Accessibility Requirement:</b>	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	<b>Compliance Deadline:</b>	2012
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>New website at the time</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Updating vendor and website</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>None – Industry Standard at this point</li> </ul>		
<b>Responsible Authority:</b>	Human Resources and Development	<b>Results:</b>	Completed 2012
<b>Accessibility Requirement:</b>	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	<b>Compliance Deadline:</b>	January 2012
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>Access to verbal or large print formats</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>IPad accessibility settings</li> <li>Video learning</li> <li>Individually accommodating guests or staff with disabilities</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources and Systems	<b>Results:</b>	Completed 2012

### Review and Update

This document was created on April 20, 2017 and must be reviewed and updated by April 20, 2018.