

BLUE DANUBE SAUSAGE HOUSE LTD.

Accessibility Policy

Statement of Organizational Commitment

Blue Danube Sausage House is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Blue Danube Sausage House is committed to meeting its current and ongoing obligation under the Ontario Human Rights Code respecting non-discrimination.

Blue Danube Sausage House understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Blue Danube Sausage House is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integrating and equality of opportunity for people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) All persons who participate in developing the organization's policies; and
- b) All other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training will include:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Standards
- Our policies related to the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include automated retail entry door opener and fully accessible washroom.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities such as online or phone in purchases and carry out to vehicle services.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities at least annually as a refresher training.

Communication

We will communicate with people with disabilities in ways that take their disability into account. This may include posted signage at retail front entry door and company website.

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed in the retail areas (in front of display units) of our premise that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal (through visual indicators, such as it wears a harness or a vest, or when it helps the person perform certain tasks) our staff may ask for documentation from a regulated health professional confirming that the person needs the service animal for reasons relating to their disability.

For the reason that service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities.

Service animals are prohibited from behind retail food service counter and food production areas under Ontario Regulation 31/05, Food Safety & Quality Act 2001.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises with no extra charge for the support person.

We will notify customers of this through a notice posted on our front retail entry door and company website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Blue Danube Sausage House will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

We will notify customers of this through a posted notice on our front retail entry door and company website.

Feedback Process

Customers who wish to provide feedback on the way Blue Danube Sausage House provides goods and services to people with disabilities can send us an email, write a letter or verbally by asking for a management member.

Customer feedback will help us identify barriers and respond to concerns. All feedback, including complaints, will be directed to Victoria Jackson at victoria@bdsh.ca and the customer can expect to hear from her within 3 business days.

Blue Danube Sausage House ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports on request.

Notice of Availability of Documents

Blue Danube Sausage House will notify the public that documents related to accessible customer service are available upon request by posting a notice on the front retail entry door and on our company website.

Blue Danube Sausage House will provide these documents in an accessible format or with communication support on request.

We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communication

Blue Danube Sausage House has a process for receiving and responding to feedback and the process is accessible to people with disabilities upon request.

We communicate with the people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) In a timely manner, taking into account the person's accessibility needs due to disability; and
- b) At a cost that is no more than the regular cost charged to other persons.

Blue Danube Sausage House will consult with the person making the request in determining the suitability of an accessible format or communication support.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment.

We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations need, or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes consider the accessibility needs of all employees.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include accessible off-street parking. We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Modifications to This or Other Policies

Any policy of Blue Danube Sausage House that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

May 1, 2024

Matt Balega
Operations Manager