

Statement of Commitment:

Moose Winooski's is committed to providing welcoming and inclusive dining experiences for all Guests that allows them to maintain their dignity & independence. We believe in integration, equal opportunity and treating all individuals with respect. We are dedicated to meeting the accessibility needs of our Guests, Team Members & Supplier Partners in a timely manner which we will do by preventing and removing barriers to accessibility and meeting requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Training & Awareness:

To ensure a high standard of service, Moose Winooski's will provide ongoing training to all Team Members (TMs) on the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations. This includes understanding the duty to accommodate and the principles of providing service to individuals with disabilities as well as the disability aspect of the Ontario Human Rights Code. Training is provided during the onboarding process for new TMs and is reviewed or re-issued later in employment along with Policy updates or changes, or as determined necessary by Management.

Information & Communication:

We are committed to making information and communication accessible to all Guests. This includes:

- Ensuring our website and digital content conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA standards
- Our menus can be found accessible formats via our websites
- Offering verbal communication of menus and information to Guests upon request
- Providing complimentary WiFi for Guests to use internet-based assistive tools
- Allowing and assisting with the use of assistive devices when needed
- Welcoming feedback to continuously improve our services, which can be provided in various forms; in-person, written comment card, over the phone, via email, or via online webform submission

Guest Service:

We strive to provide enlightened, inclusive service to all Guests. This includes:

- Welcoming Support Persons & Service Animals and accommodating their needs
- Ensuring that our premises are physically accessible, including ramps and accessible washrooms
- Notifying the public of any temporary disruptions to accessibility features or services

Design of Public Spaces:

- Our commitment to accessibility extends to the design of public spaces, ensuring outdoor paths, accessible parking, and service-related elements conform to the Accessibility Standards for the Design of Public Spaces.

Employment Practices:

Moose Winooski's is committed to fair and accessible employment practices in all our businesses. This includes:

- Making accommodations during the recruitment and assessment process for Applicants with disabilities
- Developing and implementing individual accommodation plans for Team Members with disabilities as well as return-to-work plans for Team Members who have been absent due to a disability
- Providing individualized emergency response information to Team Members with disabilities
- Incorporating accessibility considerations into performance management, career development, and redeployment processes

Contact Information:

For more information or to provide feedback on our accessibility initiatives, please contact: accessibility@charcoalgroup.ca

Policy Review:

Moose Winooski's Accessibility Policy will be reviewed and updated regularly to ensure ongoing compliance with the AODA and any changes in legislation.

Date of Last Revision: December 21, 2023.