

Statement of Commitment

Dayus Register & Grille (Dayus) is committed to ensuring equal access and participation for individuals with disabilities. We strive to uphold their dignity and independence by fostering an environment of integration. Our mission is to address the needs of individuals with disabilities promptly, by eliminating and preventing accessibility barriers. We comply with Ontario's accessibility laws to fulfill this commitment.

We are dedicated to fulfilling our ongoing obligations under the *Ontario Human Rights Code*, which emphasizes non-discrimination.

We understand that our responsibilities under *The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards neither substitute nor limit our obligations under the *Ontario Human Rights Code* or any other law corresponding to individuals with disabilities.

Dayus Register & Grille is devoted to excellence in serving and providing goods, services or facilities to all customers including those with disabilities.

Our accessible customer service policies align with the principles of independence, dignity, integration, and equality of opportunity for individuals with disabilities.

Accessibility Policies

Training

We are committed to ensuring comprehensive training for all our staff and volunteers in accessible customer service, Ontario's accessibility standards and the relevant aspects of *The Ontario Human Rights Code* related to individuals with disabilities.

In addition, we will provide train to:

1. All individuals who are involved in developing the organization's policies.
2. All other individuals who deliver goods, services, or facilities on the organization's behalf.

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

Training includes:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards.
- Our policies related to the Customer Service Standards.
- How to interact and communicate with individuals with various types of disabilities.
- How to interact with individuals with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if an individual with a disability is having difficulty in accessing our organization's goods, services, or facilities.

Every individual undergoes training promptly upon their employment, ensuring they are well-versed with our policies and any subsequent modifications. We diligently maintain comprehensive records of the training sessions, including the specific dates and the count of attendees, to ensure transparency and effectiveness in our training process.

Assistive Devices

Individuals with disabilities may use their personal assistive devices to access our goods, services, or facilities.

If an assistive device poses a significant and unavoidable health or safety concern, or if its use is restricted for other reasons, we will be providing alternative accommodations to ensure access to our goods, services, or facilities.

Our staff is well-trained and have the knowledge about assistive devices available on-site or provided by us, which can be utilized by our customers with disabilities.

Communication

We engage in communication with individuals with disabilities, ensuring that our methods are mindful and accommodating of their specific needs. This may include the following:

- HTML and Microsoft Word documents
- Audio formats accessible to all
- Large print materials
- Text transcripts for audiovisual content

Service Animals

Service animals accompanying individuals with disabilities are permitted in all public areas of our premises.

If we are unable to identify that an animal is a service animal, our staff may request documentation (template, letter, or form) from a regulated health professional to verify the need for the animal.

A service animal is typically recognized through visual indicators, such as a harness or a vest, or by their assistance with specific tasks. It helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

In the event that service animals are excluded by another law, we provide alternative means to access our goods, services or facilities and clearly explain the reasons for the exclusion.

Support Persons

We allow support people to accompany individuals with a disability on our premises.

If a support person is required for health or safety reasons, we will consult with the individual with disability to understand their needs, consider the health or safety evidence, and determine if there is no other reasonable way to ensure the safety of all parties involved

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly with a notice that includes the disruption's cause, expected duration, and any alternative services available. The notice will be disseminated via email and posted on our website.

Feedback Process

Dayus Register & Grille welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways:

- Email to our office at mail@dayus.com
- Phone calls to our office 519-737-1199

All feedback, including complaints, will be directed to the Partners of the company. Customers can expect to hear back in 7 business days.

Dayus ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, on request.

Notice of Availability of Documents

Dayus notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following way(s):

- Website
- Kiosk

We understand the importance of providing these documents in an accessible format and with communication support. Upon request, we will consult with the person making the request to determine.

the most suitable format or communication support based on those needs. We aim to provide the accessible format in a timely manner and at no additional cost.

Self-service Kiosks

Aligned with our dedication to accessibility, we thoughtfully account for the requirements of individuals with disabilities during the design, procurement, or acquisition of self-service kiosks. Our goal is to integrate accessibility features, thereby ensuring that our services are inclusive and readily accessible to everyone.

Information & Communication

We have established a process for receiving and responding to feedback. This process is accessible to individuals with disabilities upon request. We communicate with individuals with disabilities in a manner that is mindful of their disability.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication support. We ensure that:

1. Information is provided promptly, considering the individual's accessibility needs due to disability.
2. The cost of providing information is no more than the regular cost charged to other people.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If our organization determines that information or communications are unconvertible, we will provide the requester with:

1. An explanation as to why the information or communications are unconvertible.
2. A summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication support by posting this information on our website.

In accordance with Ontario's accessibility laws, we also adhere to the internationally recognized *Web Content Accessibility Guidelines (WCAG) 2.0 Level AA* for our website requirements.

Employment

We are committed to creating an inclusive environment for all. As part of our commitment, we provide accommodation during the recruitment and hiring process. When job applicants are selected to participate in an assessment or selection process, we promptly inform them about the available accommodations. We consult with the applicants to provide or arrange suitable accommodation.

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

We notify staff that support is 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 consider 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 considers 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:

1. Information necessary for the employees' job.
2. Information generally available to employees in the workplace.

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

We provide this information as soon as practicable after we become aware of the need for accommodation due to the employee's disability review the individualized workplace emergency response information when:

1. The employee moves to a different location in the organization.
2. The employee's overall accommodation needs or plans are reviewed.
3. The employer reviews its general emergency response policies.

We have established a comprehensive written procedure for formulating personalized accommodation strategies for our employees. We also have a well-documented process in place to support employees who have been absent due to a disability and require specific accommodation for their successful reintegration.

Furthermore, our performance evaluation, career advancement, and redeployment procedures are designed with a keen focus on the accessibility requirements of all our employees, ensuring an inclusive and supportive work environment Changes to Existing Policies.

Any policies of our organization that do not uphold 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 will be provided upon request.