

PORT Restaurant

Accessibility Policy & Multi-Year Accessibility Plan Compliance Manual

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR).

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1. Policy Statement

PORT Restaurant is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities. We are dedicated to ensuring equal access, preventing and removing barriers to accessibility, and complying with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). Our policies are guided by the principles of dignity, independence, integration, and equal opportunity.

2. General Requirements

Accessibility policies are reviewed periodically to maintain compliance with legislation and to address accommodation needs. If a temporary disruption occurs to services or facilities used by persons with disabilities, notice will be provided including the reason, duration, and any alternatives available.

3. Assistive Devices

Persons with disabilities may use personal assistive devices while accessing services. Staff are familiar with accessibility features available within the restaurant.

4. Service Animals

Service animals accompanying persons with disabilities are welcome in all areas open to the public unless prohibited by law.

5. Support Persons

Individuals with disabilities may enter the restaurant with a support person and will not be prevented from accessing that support person while on the premises.

6. Information and Communications

Information available to the public will be provided in accessible formats or communication supports upon request and in a timely manner.

7. Feedback Process

Feedback regarding accessibility may be submitted in person, by telephone, by email, or through the website. Management will review feedback and respond where contact information is provided.

8. Emergency Procedures

Emergency procedures and public safety information are available and may be provided in accessible formats upon request.

9. Employment Accessibility

Accessibility considerations are integrated into recruitment, hiring, and workplace accommodation processes including emergency response information where required.

10. Training Requirements

Employees and management receive training on AODA requirements, accessible customer service standards, and the Ontario Human Rights Code as it relates to disability.

11. Design of Public Spaces

Accessible public spaces are maintained and monitored. Any disruptions affecting accessible elements will be communicated to guests.

12. Multi-Year Accessibility Plan (2025–2030)

PORT Restaurant maintains a multi-year accessibility plan identifying past accessibility initiatives and future strategies to improve accessibility.

Appendix A – AODA Training Log Template

Employee Name	Position	Date of Hire	Training Type	Year Completed	Trainer/Method	Notes
			AODA / OHRC			
			Accessible Customer Service			
			Accessibility Refresher			

Appendix B – Accessibility Feedback Form

Name: _____

Phone: _____

Email: _____

Date of Visit: _____

Please describe your feedback regarding accessibility:

Appendix C – Accessibility Notice

PORT Restaurant is committed to providing accessible service to all guests. Accessible formats and communication supports are available upon request. If you require assistance or wish to provide feedback regarding accessibility, please speak with a member of our team or contact restaurant management.

Approval and Signatures

Name	Title	Signature	Date
_____	Owner / General Manager	_____	_____
_____	Operations Manager	_____	_____