

PUBLIC ACCESSIBILITY POLICY (AODA)

Fred's Bar & Grill

Effective Date: January 5, 2026

1. Purpose and Commitment

Fred's Bar & Grill is committed to providing accessible customer service and an inclusive environment for people with disabilities. We will meet our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), including the Integrated Accessibility Standards Regulation (O. Reg. 191/11) and the Accessibility Standards for Customer Service (O. Reg. 429/07).

Core Accessibility Principles

- Dignity
- Independence
- Integration
- Equal opportunity

2. Scope

This policy applies to all employees, owners, managers and any other persons who provide goods, services or facilities on behalf of Fred's Bar & Grill in Ontario.

3. Assistive Devices

We welcome guests with disabilities who use assistive devices. Staff will:

- Communicate in a way that respects the guest's needs.
- Ask before assisting with a person's assistive device.
- Offer practical support (e.g., moving a chair, clearing an aisle) to reduce barriers.

4. Communication and Accessible Formats

We will communicate with people with disabilities in ways that take their disability into account. Upon request, we will provide information in accessible formats and/or with communication supports.

Examples (may vary by request):

- Large print menu or information.

- Digital menu or information sent by email/text.
- Reading menu items/specials aloud and confirming orders.
- Written notes to support communication.

We will consult with the person making the request to determine a suitable accessible format or communication support, and we will provide it in a timely manner and at no additional cost, where practicable.

5. Service Animals

We welcome people with disabilities who are accompanied by a guide dog or other service animal in areas open to the public, unless the animal is otherwise excluded by law. Service animals are not pets; they are working animals.

Staff will not touch, feed or distract a service animal without permission.

6. Support Persons

A person with a disability may be accompanied by a support person. We will ensure that the person and their support person are permitted to enter and remain together in areas open to the public.

We will speak directly to the guest. When discussing confidential matters (e.g., payment), we may confirm whether the guest wishes the support person to remain present.

7. Notice of Temporary Disruptions

If there is a temporary disruption to facilities or services that people with disabilities may use (for example, an accessible entrance or washroom), we will provide notice of the disruption.

Notices will include:

- The reason for the disruption.
- The expected duration.
- A description of alternative facilities or services, if available.

Notices may be posted at the entrance, host stand/service counter, and/or on our website/social channels where appropriate.

8. Training

We provide training to employees, owners and managers on accessible customer service and AODA requirements appropriate to their duties. Training includes how to interact

and communicate with people with various types of disabilities, including those who use assistive devices, service animals, and/or support persons.

9. Feedback Process

We welcome feedback on accessibility and how we provide goods and services to people with disabilities.

Feedback can be provided in the following ways:

- In person: ask for the Manager at the host stand or bar.
- Phone: 905 279 0097
- Email: info@fredsbarandgrill.ca
- Mail: 636 Bloor Street, Mississauga, Ontario

Feedback can be provided and responded to in accessible formats and/or with communication supports upon request. We aim to respond within 3 business days.

10. Accessibility Contact

For accessibility requests, accommodations, or feedback, please contact:

- Owner: info@fredsbarandgrill.ca

11. Availability of this Policy

This policy is available to the public upon request and will be posted on our website if we maintain one. Accessible formats are available upon request.

12. Review and Updates

We will review this policy at least every 12 months and update it as needed to reflect changes in legislation, business operations, or accessibility practices.

End of Policy

ACCESSIBILITY FEEDBACK NOTICE

Fred's Bar & Grill is committed to accessible service.

We welcome feedback about how we provide goods and services to people with disabilities.

How to share feedback (choose any):

- In person: Ask for the Manager at the host stand or bar
- Phone: 905-279-0097
- Email: info@fredsbarandgrill.ca
- Mail: 636 Bloor Street, Mississauga, Ontario

Accessible formats and communication supports:

Feedback can be provided and responded to in accessible formats and/or with communication supports upon request (for example: large print, email, reading information aloud, or written notes). Tell us what works best for you.

Response time: We aim to respond within 3 business days.

Accessibility Contacts:

- Manager: info@fredsbarandgrill.ca
- Owner: info@fredsbarandgrill.ca

Date Posted / Updated: January 2026

ACCESSIBILITY FEEDBACK – WEBSITE / ONLINE VERSION

Accessibility Feedback – Fred’s Bar and Grill

At Fred’s Bar & Grill we are committed to providing accessible service to all guests. We welcome feedback on our accessibility policies, practices, procedures, and how we serve guests with disabilities.

How to Provide Accessibility Feedback

You can provide feedback in any of the following ways:

- In person: Ask for the Manager at the host stand or bar
- Phone: 905-279-0097
- Email: info@fredsbarandgrill.ca
- Mail: 636 Bloor Street, Mississauga, Ontario

Accessible Formats and Communication Supports

We will provide, or arrange for, accessible formats and communication supports for feedback and responses upon request. Examples include:

- Large print
- Email or text response instead of paper
- Reading information aloud
- Written notes to support communication
- A quieter location to discuss feedback in person (where possible)

Please tell us what format or support you prefer, and we will work with you to meet your needs.

Response Timeline

We aim to acknowledge or respond to accessibility feedback within 3 business days, and we will follow up as needed.

Accessibility Contacts:

- Manager: info@fredsbarandgrill.ca
- Owner: info@fredsbarandgrill.ca

Date Posted / Updated: January 2026

Accessibility Feedback Process and Alternate Format / Communication Support Arrangements

Fred's Bar & Grill

1) Weblink to the organization's accessible feedback process

Weblink

- <https://www.com/accessibility-feedback>
- Feedback can be done in the following manner: email to info@fredsbarandgrill.ca phone (905) 279-0097 or in person at 636 Bloor Street, Mississauga, Ontario L5A 1Z8
- Feedback can be provided in accessible formats and/or with communication supports upon request.
- We will endeavour to respond within 3 business days.
- Accessibility Manager: info@fredsbarandgrill.ca

2) Public notice photos:

Accessibility notices are posted in the following locations:

- Host stand/service counter (front-of-house), where guests check in or place orders.
- Near the affected area (e.g., at the corridor leading to washrooms, or by an out-of-service elevator/lift if present).

3) How a person requesting an alternate format or communication support would be assisted

A person with a disability making a request for an alternate format or communication support would be assisted as follows:

- Staff member thanks the guest for the request and asks (politely) what format/support would work best (do not assume).
- Staff provides an immediate option where possible (e.g., reading the menu aloud, writing down specials, moving to a quieter table).

- If the request requires management action (e.g., arranging an interpreter, providing a specific document in an alternate format), staff promptly escalates the request to the Manager or Owner.
- Manager/Owner confirms the request, expected timeline, and preferred method of delivery (email, text, printed copy, verbal, etc.).
- Fred's Bar & Grill will provide the requested format/support within a reasonable timeframe and at no additional cost, unless doing so would be unreasonable in the circumstances (in which case alternative solutions are offered).
- The request and outcome are documented briefly (date, request type, response) to support consistent service and continuous improvement.

Escalation contacts:

- Manager, Owner

4) Examples of accessible formats and communication supports provided in the past or available

Because the business has not documented accessible formats/communication supports provided in the past, the examples below are listed as supports that can be made available upon request (and should be documented going forward when used):

Accessible formats (examples)

- Large-print printed menu (and/or large-print wine/beer list).
- Plain-language summary of specials or key menu items (printed or verbal).
- Written version of verbal information (e.g., ingredients, allergens, reservation details) using paper/pen or text message.

Communication supports (examples)

- Reading information aloud (menu items, specials, receipts) and confirming understanding.
- Providing a quieter seating area and/or improved lighting to support communication, where feasible.
- Allowing additional time for ordering/paying and avoiding rushing the interaction.
- Using note-writing, text-to-speech/speech-to-text on a phone, or a communication board/app where available.
- Ensuring a guest may be accompanied by a support person and/or service animal in areas open to the public (subject to legal limits).

Record Keeping

To demonstrate compliance and consistency, a log of accessibility-related requests and how they were handled (date, type of request, action taken, who handled it).