

## **JOEY Restaurant Group Multi-Year Accessibility Policy**

### **Overview**

JOEY Restaurant Group<sup>1</sup> is committed to ensuring equal access and accessible customer service to people with disabilities. We are committed to removing and preventing barriers to accessibility and meeting our accessibility requirements pursuant to the law.

This accessibility plan outlines the steps JOEY Restaurant Group is taking to meet those requirements to make our restaurants accessible and to improve opportunities for people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Strategies and Actions**

The commitments below are ongoing. JOEY Restaurant Group will adjust procedures to reflect changing accessibility requirements and to meet accommodation needs.

Should there be temporary disruption to the public relating to our accommodated service(s) policy for peoples with disabilities we will provide notice of the temporary disruption.

### **Assistive Devices**

Guests may utilize their personal assistive devices while accessing our services and establishments. JOEY Restaurant Group will accommodate individuals using personal assistive devices to facility comfortability and accessibility. We also offer features to ensure ease of access to all areas of our restaurant open to the public, information for which will be provided upon request; our knowledgeable Partners are trained to meet the needs of our Guests.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, except where prohibited by law.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional<sup>2</sup> that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness and vest and it helps the person perform certain tasks.

### **Support Persons**

Guests with disabilities who are accompanied by a support person are always welcome in our restaurants. We will ensure Guests are not prevented from having access to the support person.

### **Information and Communications**

JOEY Restaurant Group is committed to making our information and communications accessible to people with disabilities.

### **Communication**

In Partnership with our Guests, Partners will communicate with individuals with disabilities in a manner that takes their disability into account. Any information or communications made to the public will be provided in alternate formats upon request.

### **Feedback Process**

JOEY Restaurant Group welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Guests may provide feedback directly at the restaurant while on the premises, by calling the restaurant directly or visiting the feedback page on our website.

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<sup>1</sup> JOEY includes Joey Tomato's (Canada) Inc and its affiliated subsidiaries.

<sup>2</sup> A regulated health professional is defined as a member that is registered in their applicable health college with their applicable regulatory body with respect to the following professions: physician and/or surgeon, audiologist and speech-language pathologist, chiropractor, registered nurse, occupational therapist, optometrist or ophthalmologist, physiotherapist, psychologist, registered psychotherapist, registered mental health therapist.

Accessible formats or communication supports will be provided to assist in this feedback process, upon request, where an individual provides their contact information. Individuals can expect a response from JOEY Restaurant Group within approximately five business days.

### **Emergency Procedures and Safety Plans**

Emergency Procedures and safety plans are available to the public and our Partners and JOEY Restaurant Group will provide the information in an accessible format or with appropriate communication supports upon request as soon as practicable.

### **Employment**

JOEY Restaurant Group is committed to fair and accessible employment practices. Accommodations are applicable during recruitment and we consult with Partners when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility due to a disability. JOEY Restaurant Group also provides individualized workplace emergency response information to Partners who have a disability, if the disability is such that the individualized information is necessary, and if JOEY Restaurant Group is aware of the need for accommodation due to the team member's disability. JOEY Restaurant Group will provide this information as soon as practicable after becoming aware of the need for accommodation.

JOEY Restaurant Group will develop and have in place a written process for the development of documented individual accommodation plans for its Partners with disabilities including return to work process. Our performance management and career development processes take into account the accessibility needs of our Partners. If requested, information regarding accessible formats and communications supports available will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

### **Training**

JOEY Restaurant Group is committed to providing training to its Partners (i.e., all staff) in the requirements of accessibility laws as it applies to people with disabilities.

Accessible customer service training is provided to all of our Partners and those who participate in developing policies, plans, and procedures on behalf of the company. Training is provided to all Partners as soon as practicable for new hires and when changes are made to this policy.

### **Design of Public Spaces**

JOEY Restaurant Group will meet accessibility laws when building or making major changes to public spaces and is committed to maintaining a barrier free access.

JOEY Restaurant Group will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. If accessible services or facilities are unexpectedly disrupted or if planned maintenance is required, we will provide the public with notice.

### **Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified for removed.

### **Information and Communication**

For more information on this accessibility plan, please contact us at:

**Email:** [accessibility@joeyrestaurants.com](mailto:accessibility@joeyrestaurants.com) or

**Phone:** 604-699-5639 or

**By Mail:** 2400-1177 West Hastings Street, Vancouver, BC, V6E 2K3, Canada

Standard and accessible formats of this document will be provided upon request from [accessibility@joeyrestaurants.com](mailto:accessibility@joeyrestaurants.com)