



1. **SERVICE STANDARD.** The Picton Harbour Inn & The Lighthouse Restaurant is committed to providing accessible customer service to all guests, including people with disabilities. We strive to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and to deliver service in a manner that respects dignity, independence, integration, and equal opportunity.
2. **RECRUITMENT ACCESSIBILITY** Picton Harbour Inn & The Lighthouse Restaurant are committed to fair, inclusive, and accessible employment practices. We ensure that applicants and employees with disabilities are accommodated throughout the recruitment, assessment, and hiring processes.

- a. **Notice of Availability of Accommodation.** All job postings and recruitment materials include a statement notifying applicants that accommodations are available upon request.

Standard job posting statement:

"Picton Harbour Inn & The Lighthouse Restaurant welcome and encourage applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process."

- b. **Recruitment, Assessment, and Selection Process.** Applicants who request accommodation will be consulted individually to determine appropriate adjustments for interviews, assessments, or other selection activities. Examples include:
 - i. Alternative interview formats (phone, written, in-person)
 - ii. Extra time for assessments
 - iii. Accessible meeting spaces
 - iv. Support persons or assistive devices
 - c. **Notice to Successful Applicants.** All successful candidates are informed, in writing, of our policies for accommodating employees with disabilities. This information is included in offer letters and onboarding materials.
 - d. **Ongoing Accessibility in Employment.** Employees may request accommodation at any time. We work collaboratively with employees to identify appropriate supports and ensure accessibility in the workplace.
3. **WORKPLACE EMERGENCY RESPONSE INFORMATION.** Picton Harbour Inn & The Lighthouse Restaurant provides individualized workplace emergency response information to employees with disabilities when necessary.



- a. **Individualized Emergency Plans.** If an employee's disability requires assistance during an emergency, we will:
 - i. Consult with the employee to understand their needs
 - ii. Develop an individualized emergency response plan
 - iii. Identify any designated individuals who will assist during an emergency
 - iv. Share the plan only with those who need the information to provide assistance
- b. **Review and Updates.** Individualized emergency response information will be reviewed:
 - i. When the employee moves to a different work location
 - ii. When the employee's accommodation needs change
 - iii. When our emergency procedures are updated
 - iv. As otherwise required to maintain safety and accuracy
- c. **Examples of Support.** Examples of individualized emergency supports may include:
 - i. Assistance exiting the building
 - ii. Alternative evacuation routes
 - iii. Visual or auditory alerts
 - iv. Buddy systems for evacuation
4. **ASSISTIVE DEVICES.** Guests with disabilities are welcome to use their own assistive devices when accessing our facilities, goods, and services.
5. **SERVICE ANIMALS.** We welcome guests accompanied by service animals in areas of our premises that are open to the public, unless otherwise excluded by law.
6. **SUPPORT PERSONS.** Guests who require a support person are welcome to have that person accompany them at all times while on our premises.
7. **NOTICE OF TEMPORARY DISRUPTIONS.** In the event of a planned or unexpected disruption to facilities or services typically used by guests with disabilities, we will provide notice as soon as possible. Notices will include information about the reason for the disruption, its anticipated duration, and a description of alternative services or arrangements, if available.
8. **FEEDBACK PROCESS.** We welcome feedback on the accessibility of our services. Feedback may be provided in person, by phone, by email, or in writing. All feedback will be reviewed and responded to in a timely manner.



9. **ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS.** Accessible formats and communication supports are available upon request. We will work with guests to meet their accessibility needs in a timely manner and at no additional cost.
10. **CONTACT INFORMATION.** To request accessible formats, communication supports, or to provide accessibility feedback, please contact us:

Picton Harbour Inn & The Lighthouse Restaurant
Email: reservations@pictonharbourinn.com
Phone: 613-476-2186

This policy is available in accessible formats upon request.