Multi-Year Accessibility Plan

The Lancaster Co. Ltd. | The Lancaster Smokehouse

Planning period: 2026–2027 • Last reviewed: November 4, 2026 • Next review: November 4, 2027

Our Commitment

The Lancaster Co. Ltd. is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Human Rights Code. We work to identify, prevent and remove barriers for guests, employees and applicants, and to provide services with dignity, independence, integration and equal opportunity. We review this plan at least every five years and update it as needed.

Accessible Customer Service and Facilities

We provide a designated wheelchair-accessible entrance, accessible seating where possible and an accessible washroom toward the rear of the restaurant in an area also used by staff. Employees can assist guests and offer an escort to the washroom when appropriate. We keep accessible routes clear and address barriers as they arise.

The original layout of the building has an upstairs hall that is only accessible by two flights of stairs. At this time there is no elevator to access the second floor.

Service animals are welcome in public areas subject to applicable laws, and guests may be accompanied by support persons. Employees communicate respectfully, provide menu explanations or other assistance upon request, and seek management support when needed. Planned or unexpected disruptions to accessible services will be communicated with available alternatives and expected duration where known.

Information, Communication and Feedback

We provide or arrange accessible formats and communication support for publicly available information upon request, in consultation with the requester and at no additional cost. Guests and employees can share accessibility feedback or request assistance in person with a manager, by telephone or in writing. Management will review requests and respond appropriately.

Website Accessibility. Our website, www.lancsmokehouse.com, has been confirmed by our website developer as meeting WCAG 2.0 Level AA accessibility standards. We will maintain accessibility as the website is updated and address any barriers brought to our attention.

Accessible Employment

We advise applicants that accommodations are available during recruitment, interviews and selection, and inform new hires of our accommodation policies. We consider individual needs in scheduling, duties, performance management and career development. Where required, we document individual accommodation plans and return-to-work processes, protect confidential information, and provide individualized workplace emergency response information as soon as practicable.

Employee Training

Accessibility training is provided to new employees as soon as practicable during onboarding and updated when policies change. Training covers accessible service, communication, mobility needs, service animals, support persons, facilities, relevant AODA requirements and the Ontario Human Rights Code. We maintain training records, including dates and the number of employees trained.

Actions and Responsibilities: 2026–2027

Action	Responsible	Timing
Maintain accessible entrance, washroom, seating and clear routes; communicate service disruptions	Garrett / FOH Management	Ongoing
Document feedback and accessible information request procedures	Caitie / Garrett	January 2027
Review accessible recruitment, accommodation and return-to-work procedures	Caitie / Department Managers	December 2026–January 2027
Continue onboarding training and review training acknowledgements and records	Caitie / Department Managers	Ongoing; review January 2027
Consider accessibility in purchases, renovations and any future self-service kiosks	Ownership / Brittany / Management	As applicable
Keep plan publicly available and review accessibility policies	Caitie / Ownership	January 2027; then at least every five years

Other Standards

Public-sector procurement requirements and transportation standards do not apply to our current restaurant operations. We will consider accessibility in purchasing decisions and if self-service kiosks are introduced.

Contact and Approval

Accessibility questions, feedback or requests for an accessible version of this plan: Caitie Agostinho (Owner) | 519-743-4331 | info@lancsmokehouse.com | www.lancsmokehouse.com

Approved by: _____ Date: Nov 4/2026

Next scheduled review: November 4, 2027