

Multi-Year Accessibility Plan – The Shore Club Ottawa

Effective Period: 2026–2030

Last Updated: April 15, 2026

Statement of Commitment

The Shore Club Ottawa is committed to treating all individuals in a way that allows them to maintain dignity and independence. We believe in integration and equal opportunity for our employees, our suppliers, and our valued guests. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and working to remove barriers to accessibility and meeting accessibility requirements under the AODA and its regulations.

Scope

This accessibility plan outlines the steps we will take to prevent and remove barriers to accessibility for people with disabilities over the next five years. It applies to all employees, management, guests, and third-party vendors.

Past Achievements

- Developed and implemented an Accessible Customer Service Policy.
- Provided AODA customer service training to all staff.
- Established a feedback process for accessibility concerns.

Our Accessibility Policies are available on our website. They will be maintained and updated in accordance with applicable legislation. These policies are available in accessible formats upon request.

Training

The Shore Club Ottawa will provide AODA and Human Rights Code training to all employees, including new hires. This training will be specific to the role that each employee holds (e.g., guest interactions vs. kitchen staff). A record of training will be maintained. Training will be provided to all new hires as part of the onboarding process. Updates to training materials represent an ongoing commitment for our multi-year plan.

Information and Communications Standards

Feedback Processes

We will work to ensure our feedback processes are accessible by offering options to provide feedback in person to our General Manager, by phone to a member of our management team, or by email at humanresources@thecfwgroup.com.

Feedback received will be used to inform decision-making as we work to remove barriers to accessibility over the next five years. Our commitment and openness to receiving feedback represent an ongoing process of our multi-year accessibility plan.

Accessible Formats and Communication Supports

In 2025, we introduced audio menus to provide menus in accessible formats. In addition, our service staff have been trained in accessible guest service. To further our commitment to providing more accessible options, our multi-year plan includes the addition of large-print and multilingual options. In 2027, we intend to introduce large-print menus. In 2029, we intend to introduce multilingual menus.

Website Accessibility

The Shore Club Ottawa will ensure its website and web content meet WCAG 2.0 Level AA requirements by 2030. In 2026, we will complete a full audit and review all recommendations.

Employment Opportunities

Recruitment

When conducting interviews, we will notify applicants that accommodations are available upon request. Any such accommodations will be determined through consultation between the applicant and The Shore Club Ottawa. Training on accessible recruitment practices will also be provided to our management team. Our commitment to accessible recruitment practices represents an ongoing part of our multi-year accessibility plan.

Employee Supports

A successful candidate who requires accommodation will work with the management team and human resources to develop an individualized plan. Our commitment to providing employee accommodations to the point of undue hardship represents an ongoing part of our multi-year accessibility plan.

Return-to-Work Process for Employees Injured in the Workplace.

The Shore Club Ottawa works with employees and their healthcare teams to develop return-to-work plans in accordance with the AODA and WSIB standards. As part of our multi-year plan, more training will be provided to our management teams to formalize and implement our process. We aim to formalize our process by 2027 and train our management teams through 2028.

Restaurant Environment

An annual accessibility audit of the premises will be completed and documented.

The following improvements are the result of our 2026 audit:

- Ensure accessible seating is available to the best of our ability. If a guest arrives that requires accessible seating without notifying the restaurant ahead of time and all accessible seating is occupied, every effort will be made to accommodate the guest. This will be an ongoing process over the next five years.
- Improve signage for our entrances and accessible washrooms. This will be completed by 2027.

Monitoring

We are committed to tracking progress and will document completed actions. The plan is monitored by Human Resources, Operations management, and senior management at The Shore Club Ottawa. Progress will be reviewed annually.

Next Full Review: 2030, or whenever legislation is updated, whichever comes first.

Feedback and Contact Information

Feedback regarding accessibility can be provided by email to humanresources@thecfwgroup.com or in person by speaking with the General Manager.

An accessible audio version of this document is available upon request.