



AODA Multi-Year Plan

Introduction:

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards Regulation (O. Reg. 191/11, s.4(1)), South St Burger has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the next five years to prevent and remove barriers to accessibility. South St. Burger recognizes that the AODA obligations are far-reaching, with vary levels of responsibility across the business, which is why South St. Burger has taken a strategic approach to implementation.

Commitment:

South St. Burger is committed to making the organization more accessible by preventing and removing barriers to person with disabilities. All South St. Burger employees have a role in creating an accessible and inclusive organization. In this multi-year plan various groups have been assigned leadership and responsibility to ensure our goals are met. The multi-year plan is a fluid document and framework which provides high level deliverables and activities over the next five years.

South St. Burger has established an AODA Committee to support the integration of this multi-year plan.

South St. Burger's Accessibility Committee:

South St. Burger's AODA committee is comprised of leaders representing all areas of the business. The committee provides input on the identification and removal of barriers and the prevention of new barriers, as they relate to goods, services and facilities. The committee members champion and are accountable for the successful implementation of South St. Burger's accessibility initiatives, as they relate to the AODA Accessibility Standards and their respective functional area across the business.

The committee is responsible for attending the annual status meeting which will review the outcomes of the deliverables and activities as stated in this plan. The AODA committee will also contribute changes to this plan as required.

South St. Burger's AODA committee also works to inspire leadership to promote accessibility throughout South St. Burger by:

- Helping with consultations in and outside the organization
- Supporting and promoting South St. Burger accessibility tools and guides
- Supporting or coordinating many other initiatives, as shown throughout this document
- Sharing South St. Burger accessibility best practices and experience with our partners
- Provides accessible formats of documents upon request

South St. Burger has implemented an AODA Advisor who is accountable for the development and execution of the accessibility strategy and providing leadership and expertise to the Committee.

South St. Burger's Strategic Road Map:

South St. Burger's multi-year plan is a road map that describes the steps to be taken to make South St. Burger a more accessible organization. This Plan documents our approach to building an accessible environment for our Guests and Employees by outlining the actions that South St. Burger will take to improve opportunities for all. The contents were developed in consultation with South St. Burger's Accessibility Committee and will be reviewed annually as part of our AODA Committee objectives. The multi-year plan will be updated every five years as part of our integrated standard requirements.

Accomplishments to Date:

- South St. Burger Accessible Customer Service Policy – Implemented South St. Burger wide – September 16, 2011
- South St. Burger Accessibility Customer Service Procedures – Implemented South St. Burger wide – September 16, 2011
- Serving Guest's with Disabilities Training – designed and delivered to all South St. Burger employees serving Guests – September 16, 2011

Multi-Year Accessibility Plan:

South St. Burger's multiyear accessibility integration plan can be found on South St. Burger's external website.

For More Information:

This document is available in an alternative format upon request.

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