

LAKE OF THE WOODS BREWING COMPANY INC.

ACCESSIBILITY POLICY

STATEMENT OF ORGANIZATIONAL COMMITMENT

Lake of the Woods Brewing Company Inc. (LOWBrewCo) is committed to excellence in serving and providing goods, services or facilities to all customers including 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.

LOWBREWCO – LOCATION AND SERVICES PROVIDED

LOWBrewCo operates from two locations in the City of Kenora. The first is at 350 Second Street South, a repurposed firehall. This location includes a craft brewery, a full-service restaurant, a retail store, basement storage area, a second-floor lounge, and office space both on the second and third floors.

The second location is at 1415 Valley Drive. This location includes a 20,000 square foot production facility and an outdoor “Brewer’s Village” comprising an outdoor area surrounded by a number of repurposed “sea cans” and other buildings to provide food and beverage services as well as retail sales. The production facility is not accessible to the general public.

TRAINING

LOWBrewCo is committed to training all staff in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, LOWBrewCo will train:

- a) company personnel who participate in developing the organization’s policies; and
- b) such other persons who might provide goods, services or facilities on behalf of the company

Training of our employees on accessibility relates to their specific roles. Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of Customer Service Standards
- our policies related to Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

- what to do if a person with a disability is having difficulty in accessing our company's goods, services or facilities.

LOWBrewCo trains every employee as soon as practicable after being hired and provides training in respect of any changes to the policies. Records are maintained of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing LOWBrewCo goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, LOWBrewCo will endeavour to provide other measures to ensure the person with a disability can access our goods, services or facilities.

LOWBrewCo ensures that its staff are trained and familiar with various assistive devices used by customers with disabilities while accessing our goods, services or facilities.

COMMUNICATION

LOWBrewCo will work with the person with disabilities to determine what method of communication works for them.

SERVICE ANIMALS

LOWBrewCo welcomes people with disabilities and their service animals. Excepting the areas mentioned below, service animals are allowed on the parts of our premises that are open to the public. When LOWBrewCo cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional (refer to list below) that confirms the person needs the service animal for reasons relating to their disability.

Otherwise, a service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Service animals are prohibited from the following areas:

- Kitchen area
- Brewing production area

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on LOWBrewCo premises.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, LOWBrewCo will notify customers promptly. This clearly posted notice will include information about the reason for the disruption,

its anticipated length of time, and a description of alternative facilities or services, if available.

Specifically, disruption may preclude access to the 350 Second Street location through the Retail Store door and access to toilet facilities.

Posted notices at entry doors, interior bulletins boards, through Social Media posts and Company website will provide necessary information including an estimate as to when the situation is expected to change, and when it has been rectified.

FEEDBACK PROCESS

LOWBrewCo welcomes feedback on how we provide accessible customer service and how we can improve. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided directly to us when visiting our premises. Alternately, please refer to our website www.lowbrewco.com and send us an email through the “contact” page. Title your email “Accessibility”. This will get it to our senior management including President and CEO. We commit to providing a quick response.

We take your feedback seriously.

NOTICE OF AVAILABILITY OF DOCUMENTS

LOWBrewCo will provide documents related to its Accessibility Program in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or the communication support which may be required. We will provide the accessible format in a timely manner and, at no additional cost to the person making the request.

SELF-SERVICE KIOSKS

LOWBrewCo has in place two self service banking kiosks on its premises at the Firehall location at 350 Second Street South in Kenora. Both are located immediately to the left of the Retail Store entry door. Both are of a standard design allowing customers, even if seated in a wheelchair, to operate these self-service bank machines.

No other kiosk type operations are contemplated.

INFORMATION AND COMMUNICATIONS

LOWBrewCo maintains a website which fully describes its business, current and planned activities and other information of general interest. The website includes an avenue to communicate with the company including the ability to receive and respond to feedback. The process is accessible to persons with disabilities.

CHANGES TO EXISTING POLICIES

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

This document is publicly available. Accessible formats are available upon request.