

## LCBO Accessibility Standard

The LCBO is dedicated to providing an accessible and inclusive experience for customers, staff and vendors when accessing LCBO information, products, facilities and services, while respecting the dignity and independence of persons with disabilities.

As part of this commitment, the LCBO will ensure that accessibility compliance requirements are met or exceeded, as legislated through the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#).

### Accessible Policy Commitments

- All LCBO public-facing websites, web applications and web content must immediately meet the criterion outlined in the Web Content Accessibility Guidelines 2.0 Level AA
- All LCBO employee-facing websites, web applications and web content, at the time of production release to the intended audience, must meet the criterion outlined in the Web Content Accessibility Guidelines 2.0 Level AA
- All LCBO public-facing or employee-facing information and communication will be made available in an alternative format, on request. Alternate formats include, but are not limited to:
  - large print
  - braille
  - audio formats
  - electronic text
  - any other medium, on request and where practical
- The LCBO will provide barrier-free, inclusive and equitable access for customers, employees and suppliers to the LCBO's facilities.
- Within the LCBO's facilities, customers with disabilities will be able to access the LCBO's services and information with the same quality and timeliness as all individuals.
- The LCBO will notify both the public and employees of any planned or unplanned service disruptions in LCBO facilities.
- The LCBO will ensure that all LCBO employees, as well as suppliers who deliver services on behalf of or to the LCBO, will have completed accessibility training on how to interact with and best accommodate people with disabilities
- The LCBO welcomes persons with disabilities who are accompanied by a service animal in the areas of LCBO's premises that are open to the public and other third parties, unless otherwise prohibited by law. All staff dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

# LCBO

- The LCBO will incorporate an ‘accessibility-by-design’ approach during the planning, procurement and implementation of any new service or facility, or major update to an existing service or facility.

## Obligations and Responsibilities of Our Suppliers

- All LCBO suppliers must provide sufficient evidence of meeting and/or exceeding the commitments and requirements outlined in this Policy, in the areas that apply to the specific information, products, facilities and services being provided to the LCBO
  - For all website, web application and/or web content, evidence of compliance will be provided by the supplier through a Voluntary Product Accessibility Template (VPAT), its equivalent or similar
- For employee-facing websites, web applications and web content, should the acquired supplier solution not meet the designated compliance level at the time of entering into an agreement with the LCBO, the supplier must provide the LCBO with a roadmap and/or plan for compliance ahead of the production release to the intended audience
- All supplier agreements will include accessibility considerations, incorporating accessibility standards, expectations, and requirements in all scope, statements of work and implementation plans.
- All leased LCBO facilities developed and/or renovated after January 1, 2016, will meet, at a minimum, guidelines as detailed in the Barrier-Free Design portion of the Ontario Building Code and in the IASR, Section 80.1 through to Section 80.5.
  - All lease agreements with landlords will contain specific, clear and direct language on the obligations and responsibilities of landlords specific to public spaces, as indicated within the AODA, including accessible parking and exterior paths of travel
- Any supplier responsible for any newly constructed or redeveloped service counter or fixed queue area at an LCBO facility will ensure:
  - The presence of at least one clearly identified service counter that can accommodate mobility aids, mobility assistive devices and is cane detectable
  - the ability for mobility aids, mobility assistive devices and cane users to turn and maneuver in, through and in front of the service counter or fixed queue area
  - appropriate height and/or adjustable counters so that the area is usable for a person with disabilities relying on a mobility aid or mobility assistive device
  - sufficient knee space for a seated person in a mobility aid where a forward approach to the counter is required; and
  - all other areas are barrier-free including, but not limited to, retail turn-styles, eye-wash stations, sinks, hand sanitizing stations, fridges and coolers, etc.
- Every LCBO supplier shall ensure that it and its staff have received appropriate accessibility training, as required by the IASR, including:
  - a review of the purpose of the AODA
  - requirements of AODA Standards under the IASR

# LCBO

- requirements under the Ontario Building Code, particularly as they pertain to persons with disabilities
  - requirements for Accessible Customer Service
- Any suppliers providing self-service kiosks for use by the public or employees will incorporate both hardware and software accessibility features to ensure equitable and inclusive use, at no extra cost to the user.
- Any planned service disruption, whether temporary or otherwise, by suppliers who provide services to on behalf of the LCBO will be communicated and posted as soon as known and a contact for further information will accompany any notice. Additionally, where available, an alternative for accessing the suspended service will be posted or made available. All such notices include information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available for persons with disabilities.

For greater certainty, where a service disruption is planned by a supplier to the LCBO, such vendor is responsible for the provision of all such advance notices and the provision of accessible alternatives.

- This standard will be reviewed annually. If any updates are made to this standard, suppliers will be notified of any changes and the associated impact.