



LCBO Accessibility Policy – Statement of Organizational Commitment

Summary

The LCBO recognizes that the Government of Ontario supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code (the “Code”), and the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025.

Under the AODA and its Regulations, the following accessibility standards set requirements that are applicable to the LCBO:

- Customer Service;
- Information and Communications;
- Employment;
- Proposed Accessibility Standards for the Built Environment

Commitment

The LCBO is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same goods and services, in the same place and in a similar way as other customers.

The LCBO is committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the Code and the AODA and its Regulations. The LCBO will meet the accessibility needs of persons with disabilities in a timely manner.

Policy Application

This policy applies to all individuals entitled to the protections set out in the AODA and its Regulations, including customers and employees of the LCBO.

Definition of Disability

The AODA defines “disability” as:

“Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

Where required, the LCBO will consult with the disabled individual to understand his or her specific accessibility needs, and then make all reasonable efforts to meet those individual needs in a timely manner.

Means of Achieving the LCBO’s Accessibility Objectives

This policy, related policies and the LCBO – Multi-Year Accessibility Plan outline the LCBO’s strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations.

Accessible Formats

All of the aforementioned documents are available in accessible formats upon request.