

## Accessibility Plan for Fifth Social Club

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Location: 225 Richmond Street West Suite 100, Toronto, Ontario, Canada

Effective Date: January 1<sup>st</sup>, 2026

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### 1. Statement of Commitment

The Fifth Social Club is committed to treating all people in a way that allows them to maintain dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of persons with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and all applicable regulations, while operating as a tenant in a protected heritage building.

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### 2. Purpose of the Plan

This Accessibility Plan outlines the policies, practices, and actions that The Fifth Social Club will implement to improve opportunities for people with disabilities and ensure compliance with Ontario legislation, including:

- Accessibility for Ontarians with Disabilities Act, 2005
  - Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11
  - Customer Service Standards
  - Employment Standards
  - Information and Communications Standards
  - Design of Public Spaces Standards
  - Ontario Human Rights Code
  - Ontario Building Code (where applicable)
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### 3. Scope

This plan applies to all employees, managers, owners, contractors, volunteers, vendors, patrons, and visitors of The Fifth Social Club

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### 4. Customer Service Accessibility

#### 4.1 Accessible Service

We will provide goods and services in a manner that respects dignity and independence.

Measures include:

- Serving customers in an inclusive and respectful manner.
- Offering assistance upon request.
- Allowing support persons to accompany patrons.
- Permitting service animals in areas open to the public unless excluded by law.
- Communicating in ways that consider individual needs.

#### 4.2 Assistive Devices

Customers may use personal assistive devices. Staff will be trained on interacting with customers using:

- Mobility aids
- Hearing devices

- Vision aids
- Communication boards
- Other assistive technologies

#### 4.3 Support Persons

A person with a disability accompanied by a support person will be permitted to enter the premises together. If admission fees apply to events, fees for support persons will be communicated in advance.

#### 4.4 Service Animals

Service animals are welcome in all public areas unless otherwise prohibited by law (e.g., food preparation zones). Where prohibited, alternative accommodations will be provided.

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### 5. Information and Communication Standards

#### 5.1 Accessible Communication

We will communicate with persons with disabilities in ways that consider their disability.

Examples:

- Verbal explanation of menus
- Large-print menus upon request
- Written communication options
- Use of plain language

#### 5.2 Feedback Process

Customers may provide feedback regarding accessibility by:

- Email ([vf@thefifth.com](mailto:vf@thefifth.com))
  - In person
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### 6. Training

All employees, managers, and applicable contractors will receive training on:

- AODA requirements
- Ontario Human Rights Code as it relates to disability
- Serving customers with disabilities
- Interaction with service animals and support persons
- Accessible communication practices
- Internal accessibility policies

Training will occur:

- During onboarding
  - Whenever policies change
  - Refresher training annually
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### 7. Design of Public Spaces

Where applicable and when constructing or redeveloping spaces, The Fifth Social Club will comply with Design of Public Spaces Standards.

Areas reviewed include:

- Handrails
  - Slip-resistant entrances
  - Door clearance widths
  - Accessible seating options
  - Clear aisles for mobility devices
  - Lowered payment terminal accessibility where required
  - Non-slip flooring
  - Visual signage with contrast
  - Stable surfaces
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#### **8. Emergency Procedures**

Staff will be trained to assist guests with disabilities during emergencies, including evacuation support when safe to do so.

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#### **9. Monitoring and Review**

This plan will be reviewed annually and updated as regulations or operations change.

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#### **10. Document Availability**

This Accessibility Plan will be made publicly available on our website at [www.thefifthsocialclub.thefifth.com](http://www.thefifthsocialclub.thefifth.com) and be provided in accessible formats upon request.

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#### **Feedback**

Please contact us at if you have suggestions or need this plan in another format.  
[vf@thefifth.com](mailto:vf@thefifth.com)

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