

## Restaurant Accessibility Checklist

### For your restaurant, have you considered:

- Offering assistance to customers with disabilities?
- Having an easily noticeable, large print sign to notify customers that they need to wait to be seated by staff?
- Keeping several chairs in the wait area for customers who need to sit?
- Having some coat racks or coat counters at a lower height?
- Offering menus, in alternate formats, such as large print, Braille, audio file, or electronic text?
- Accepting reservations through multiple formats, such as a number that has texting capacity, your website, or company e-mail?
- Using e-mail, texting, the Canada VRS system, or instant messaging to contact Deaf clients?
- Keeping a wide, clear, accessible route to a lowered cashier desk?
- A debit machine with raised, tactile symbols that can extend out or tilt down for people at lower heights?
- Having at least one washroom that is fully accessible for people using mobility devices, marked with the international symbol?
- Having continuous tray rails at a height for people using mobility aids?
- Having self-serve counters and condiment stations at a lower height?
- Adequate knee space under tables and removable chairs for people using mobility aids?

- Adequate space around furniture and posts for people using mobility aids to easily maneuver around the restaurant?
- Food displays that are easily seen and reached from a lower height?
- Having cutlery with large, non-slip handles?

**Sources:**

1. Greater Toronto Hotel Association- Hospitality Checklists – Checklist section C Amenity & Recreation at:  
<http://www.gtha.com/GovernmentRelations/LegislativeUpdates/Accessibility/HospitalityCheckList.aspx>
2. Toronto Association of Business Improvement Areas, “Missed Business” Booklet at: [http://toronto-bia.com/index.php?option=com\\_content&task=view&id=21&Itemid=71](http://toronto-bia.com/index.php?option=com_content&task=view&id=21&Itemid=71)
3. Vision Hotels UK, from <http://www.visionhotels.co.uk/top-tips-for-helping-blind-people-in-hotels/>
4. "Recruit Ability... A handbook for success in recruitment & hiring individuals with disabilities", Persons with Disabilities Collaborative Partnership Network of Nova Scotia
5. Government of Ontario, "Making buildings and spaces accessible", from [http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/making\\_buildings\\_accessible.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/making_buildings_accessible.aspx)