



## AODA Multi-year Accessibility Plan

Publicly available on site and in accessible formats upon request

### Objectives:

To achieve accessibility by 2025. Phase-in on timeline provided by the Act.

To achieve and maintain compliance for each step and report compliance:

- Customer Service
- Employment (Integrated Accessibility Standard)
- Information and Communication
- Transportation
- Design of Public Spaces

### Customer Service Standard

#### Key Actions:

#### Policies and Procedures/Processes - AODA

Create policy statement – completed 2011, and reviewed and amended 2021.

Post Policy statement

- Customer accessible locations
- Website. Link added to websites and landing pages

Create policies and processes for serving people with disabilities including

- providing appropriate accommodation for disabilities;
- acknowledgment of service animals and support person;
- integrated requirements to accommodate disabilities in future facility design plans and renovations;
- providing notification and accommodation during service disruptions.

Review and remove/revise any policies, procedures, processes that do not respect and promote the dignity and independence of people with disabilities.

#### Training – AODA Overview and Dealership-specific Customer Service

Identify who needs accessibility training/what levels of training-training is provided during orientation.

Integrate training on Human Rights Code and applicability to people with disabilities – also provided during orientation.

Provide training on assistive devices that are used on the dealership site.

Implement process for maintaining training records for all dealership employees

Identify contractors who provide goods, services, or facilities to customers on the dealership's behalf.

#### Target

#### Complete

January 1, 2012

December 1, 2011

January 1, 2012

December 1, 2011

January 1, 2012

December 1, 2011

January 1, 2015

January 1, 2015

#### Compliance required by January 1, 2015

January 1, 2012

December 1, 2011

January 1, 2014

December 1, 2012

No devices as of June 2021

January 1, 2014

January 1, 2014

No contractors as of June 2021



## AODA Multi-year Accessibility Plan

Publicly available on site and in accessible formats upon request

### Integrated Accessibility Standard

	Target	Complete
<b>Employment</b>		
<i>Note: Human Rights Code supersedes AODA as the Code pertains to persons with disabilities.</i>		
Review recruiting and hiring policies re accommodation for candidates and employees with disabilities. <ul style="list-style-type: none"> <li>Eliminate or revise any employment policies that do not respect and promote the dignity and independence of people with disabilities</li> </ul> <i>Training for Management, Employees/Staff, and Contractors:</i> The leasing company/dealerships will provide training to all employees, volunteers, and others who deal with the public, plus all those involved in the development and approval of customer service and hiring and recruiting policies, practices, and procedures.	March 30, 2015	January 1, 2016
Integrate Human Rights Code in policies and processes for recruiting, hiring, and human resources policies, procedures, and processes. Include and reinforce employment accessibility in management and staff training: <ul style="list-style-type: none"> <li>New Employee Orientation</li> <li>Employee Manual</li> </ul>	March 30, 2015	January 1, 2016
Implement Management/Supervisor extended training to communicate and reinforce recruiting, hiring, and human resources policies, procedures, and processes re AODA and Human Rights Code as applicable to accommodation for job applicants, candidates, and employees with disabilities	March 30, 2015	January 1, 2016
Integrate accommodation for people with disabilities with policies, procedures, and processes for Health & Safety and Emergencies including documented individualized emergency response information	January 1, 2012	September 1, 2014
Document and implement process for identifying employees with disabilities at time of hiring and developing customized Employee Accommodation Plans with employee input.	January 1, 2012	September 1, 2014
Implement process for communicating to job applicants and candidates the dealership's intent to accommodate disabilities upon request during the recruitment and hiring process	March 30, 2015	January 1, 2016
Accommodation – A process is provided to create an accommodation plan for employees with disabilities.	January 1, 2016	January 1, 2016
Return to Work - A process is provided to create a return to work plan for employees with disabilities.	January 1, 2016	January 1, 2016

<b>Transportation Services</b>	Target	Complete
Monitor revisions to the AODA requirements for applicability to Courtesy Shuttle service	N/A as of June 2021	



## AODA Multi-year Accessibility Plan

Publicly available on site and in accessible formats upon request

<b>Information and Communications</b>	<b>Target</b>	<b>Complete</b>
Review and revise website to provide content accessibility for people with disabilities, as per Web Content Accessibility Guidelines (WCAG)	Phase in 2015	June 2021
Review documents for accessibility for people with disabilities and prepare for timely response to requests for alternative formats: Marketing materials Sales process documents Services process documents Customer and employee feedback documents including comment cards Human Resource documents – Recruiting, hiring, employment policies (Employee Manual), employee surveys Emergency information	Phase in 2015	January 1, 2012
Review Emergency information documents and prepare for timely response to request for alternative formats	January 1, 2012	January 1, 2012
Self-Service Kiosks. Not Applicable and no plans to install self-service kiosks as at June 2021.	N/A as of June 2021	
<b>Establish AODA Feedback Process – Integrate with Existing Feedback Process</b>		
Implement/integrate AODA-specific feedback process with existing feedback processes: <ul style="list-style-type: none"> <li>• Surveys, questionnaires, telephone follow-up</li> <li>• Communicate to employees, contractors, and customers</li> <li>• Provide Surveys, questionnaires, comment cards in accessible formats and communication (upon request)</li> <li>• Communicate to public about availability of accessible formats and supports</li> </ul>	January 1, 2012	December 1, 2011



## AODA Multi-year Accessibility Plan

Publicly available on site and in accessible formats upon request

<p><b>Design of Public Places within the Dealership Facilities</b> Reference A Guide to the <a href="#">Integrated Accessibility Standards Regulation – Design of Public Spaces Standard</a> for specific scope of applicability</p>	<p><b>Target</b> Compliance by January 1, 2017</p>	<p>January 1, 2017</p>
<p>Integrate Ontario’s Building Code as applicable to removing barriers throughout the dealership facilities: Building and Lot.</p>	<p>Begin phase-in January 1, 2015</p>	<p>January 1, 2016</p>
<p>Review all plans affecting new construction and renovations for accessibility requirements as per Ontario’s Building Code. Revise as needed to remove barriers.</p>	<p>Begin phase-in January 1, 2015</p>	<p>January 1, 2016</p>
<p>Review accessible parking and revise to meet standard of minimum of 4 defined accessible parking spaces</p>	<p>Begin phase-in January 1, 2015</p>	<p>January 1, 2016</p>
<p>Review existing customer service areas, waiting areas, and counters for accessibility. Identify barriers and prepare action plan to eliminate barriers or provide accommodation. (Note: Consider possible disabilities: Short Stature; Mobility (example: wheelchair users); movement through dealership and lot (example: install benches on large lot)</p>	<p>Begin phase-in January 1, 2015</p>	<p>January 1, 2016</p>
<p>Identify accessibility-related equipment and features to be maintained. Develop a multi-year, multi-season predictive maintenance program for inspection and maintenance including documents for recording inspection, maintenance, repairs, and replacement. Examples: Curbs Ramps Automatic Door Devices Snow removal</p>	<p>Begin phase-in January 1, 2015</p>	<p>January 1, 2016</p>