



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2015 to 2021 accessibility plan outlines the policies and actions that Trent Valley Honda (“TVH” or the “Dealership”) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

TVH believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner. Our full Customer Service Standard Integrated Accessibility policy is available

General Requirements			
Plan to Meet Requirements:	<ul style="list-style-type: none"> Developed Statement of Commitment, Employment policy, Information & Communications & Customer Service Policy 		
Responsible Authority:	Human Resources	Results:	Completed; Re-distributed in Handbook dated November 2014 Policy Reviewed and Updated December 2017
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>		Compliance Deadline: January 1, 2016 January 1, 2015
Plan to Meet Requirements:	<ul style="list-style-type: none"> All managers trained by compliance deadline All Employees and Managers receive online training New Hires to be trained in 15 days 		
Responsible Authority:	Human Resources	Results:	Completed; New online training/re-training modules deployed October 2016; Online training included in all new hire onboarding plans

Information and Communication Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	January 1, 2016 January 1, 2015
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Feedback form available upon request; making our feedback form accessible upon request; • Posting a feedback form on our website 		
Responsible Authority:	Management	Results:	Compliance deadline met Website feedback form developed
Accessibility Requirement:	Accessible formats and communication support(s)	Compliance Deadline:	January 1, 2016 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Ensure we provide communication supports to our staff. Procedure developed to ensure current staff and future hires have the supports they need to complete their role. 		
Responsible Authority:	HR & MGT	Results:	Completed; Policy implemented and distributed in December 2016; Job Postings include accommodation available upon request; Included in December 2017 handbook distribution and revised editions
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Evacuation Plan Developed 2012 • Current Emergency evacuation plan is posted on our H&S board 		
Responsible Authority:	MGT & JHSC	Results:	Completed; Policy Reviewed, Revised, Redistributed October 2017; Posted December 2017; updated and reviewed February 2019, 2021.
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	January 1, 2021
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Proper semantic set up, alt-text images, links with proper content and contrast ratios. 		
Responsible Authority:	Management & IT	Results:	Completed January 2021

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes		Compliance Deadline: January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Review and revise current recruitment process to remove any potential barriers. Duty to accommodate discussion with hiring managers in recruitment and selection process. 		
Responsible Authority:	Human Resources	Results:	Completed; Policy implemented and distributed in December 2016; Job Postings include accommodation available upon request; Included in December 2017 handbook distribution, updated April 2021
Accessibility Requirement:	Informing employees of supports		Compliance Deadline: January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Communicate policies to employees and inform of accessibility. All updates will be posted in the employee manual handbook and distributed 		
Responsible Authority:	Human Resources	Results:	Completed; Policy implemented and distributed in December 2016; Job Postings include accommodation available upon request; Included in December 2017 handbook distribution, updated June 2021
Accessibility Requirement:	Accessible formats and communication support(s) for employees		Compliance Deadline: January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Develop Accessible Information where applicable & Communication policy and send out to staff. 		
Responsible Authority:	MGT & HR	Results:	Completed; Ongoing and updated June 2021
Accessibility Requirement:	Workplace emergency response information		Compliance Deadline: January 1, 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> Emergency plan has been developed and posted. The Dealership will meet all needs as they arise with employees to accommodate 		
Responsible Authority:	Human Resources	Results:	Completed; Policy Reviewed, Revised, October 2017; Posted December 2017, June 2021.
Accessibility Requirement:	Documented individual accommodation plans		Compliance Deadline: January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Individual accommodation plans will be documented and file in the employee's personnel file. 		
Responsible Authority:	Human Resources	Results:	Completed; Policy implemented and distributed in December 2016, 2021; Job Postings include accommodation available upon request.

Accessibility Requirement:	Return to work process	Compliance Deadline:	January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> TVH will accommodate where available for all staff to have a safe and healthy return to work program. 		
Responsible Authority:	HR & MGT	Results:	Completed; Policy implemented and distributed in December 2016; Job Postings include accommodation available upon request; Included in December 2017 handbook distribution
Accessibility Requirement:	Performance management process	Compliance Deadline:	January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Consider employee accessibility needs in these processes. TVH takes in account the needs of employees with disabilities. 		
Responsible Authority:	HR & MGT	Results:	Completed; Policy implemented and distributed in December 2016; Job Postings include accommodation available upon request; Included in December 2017 handbook distribution
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Consider employee accessibility needs in these processes. TVH takes in account the needs of employees with disabilities. 		
Responsible Authority:	HR & MGT	Results:	Completed; Policy implemented and distributed in December 2016; Job Postings include accommodation available upon request; Included in December 2017 handbook distribution
Accessibility Requirement:	Redeployment	Compliance Deadline:	January 1, 2017 January 1, 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Consider employee accessibility needs in these processes. TVH takes in account the needs of employees with disabilities. 		
Responsible Authority:	HR & MGT	Results:	Completed; Policy implemented and distributed in December 2016; Job Postings include accommodation available upon request; Included in December 2017 handbook distribution
Accessibility Requirement:	Service disruptions	Compliance Deadline:	January 1, 2015
Plan to Meet Requirements:	Signs and notices will be placed at all public entrances where applicable.		
Responsible Authority:	Management	Results:	As required

Design of Public Spaces			
Accessibility Requirement:	Make parking accessible		Compliance Deadline: January 1, 2017
Plan to Meet Requirements:	<ul style="list-style-type: none"> Currently have two accessible parking spots for visitors and staff. There are also three additional parking spaces reversed for customers or other staff if needed. 		
Responsible Authority:	Management	Results:	As required
Accessibility Requirement:	Maintain the accessible parts of your public spaces		Compliance Deadline: January 1, 2017
Plan to Meet Requirements:	<ul style="list-style-type: none"> Looking into converting the entrances & doors; Ensure showroom cars don't create barriers; especially to those with walkers and wheel chairs. Provide alternatives to employees who can't use the employee break room or locker room due to its physical location; encourage employees to utilize more accessible entrances. Parts Department is not accessible for people with physical limitations to climb three stairs; alternative's include training all staff and parts personnel to come out of the department to correspond. Washrooms are maintained; consider additional features. 		
Responsible Authority:	Management	Results:	Meets Current Building Code

Review and Update - This document was created on December 11, 2017, in December 2018 and May 2021

