



## **Accessibility Policies and Plan**

### **Customer Service Standards - Integrated Accessibility Standards**

#### **Providing Goods and Services to Persons with Disabilities**

##### **Our Mission**

Trent Valley Honda is committed to providing accessible and equitable customer service to each person who visits our Dealership, including residents, customers, suppliers, employees and guests with visible or non-visible, and permanent or temporary disabilities.

##### **Our Commitment**

In fulfilling this mission, Trent Valley Honda will provide goods and services in a way that respects the dignity and independence of people with disabilities.

We will also give people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other visitors to our Dealership.

#### **Accessible Formats and Communication Supports**

**Communication** – We will communicate with people with disabilities in ways that take in to account their disability, including providing information and communications in a format that takes into account the person’s particular accessibility needs and, where applicable, at a cost that is no more than the regular cost charged to other persons.

We will train our staff who communicate with our clients, suppliers and visitors on how to interact and communicate with people with various types of disabilities.

If it is determined that information or communications cannot be converted to an accessible format, the Dealership shall provide the person requesting the information or communication with:

- An explanation as to why the information or communications are unconvertible; and,
- A summary of the unconvertible information or communications.

#### **Assistive Devices, Service Animals and Support Persons**

**Assistive Devices** – We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is familiar with various assistive devices that may be used by clients, suppliers or visitors with disabilities while accessing our goods or services.

**Service Animals** – We welcome people with disabilities who are accompanied by a service



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animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

**Support Persons** – We welcome people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Trent Valley Hondas premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

#### **Notice of Temporary Disruption**

Trent Valley Honda will make reasonable effort to provide clients and suppliers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration. We will not be able to give adequate notice in case of an emergency temporary disruption.

The signs and notices will be placed at all public entrances where applicable.

#### **Training for Staff**

Trent Valley Honda will provide training to all employees, including those who interact with the public on behalf of the Dealership on a regular basis, whether on our premises or while delivering goods or services to our clients or suppliers.

Training will be provided to our new employees within a reasonable time that they start their position with the Dealership; it will be included as part of their onboarding plan and will be provided on a continuing basis thereafter as required.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customers Service;
- How to interact and communicate with people who with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- How to use equipment or devices available on-site that may help with providing goods and services to people with disabilities (if applicable)
- What to do if a person with a disability is having difficulty in accessing Trent Valley Hondas goods and services;
- Trent Valley Hondas policies, practices and procedures relating to the provision of



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goods and services to our clients, suppliers and visitors.

#### **Feedback Process**

The goal of Trent Valley Honda is to meet and exceed the expectations of our clients, suppliers and visitors, including the expectations of our clients, suppliers and visitors with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated and can be submitted:

By Email: [accessibility@tvhonda.com](mailto:accessibility@tvhonda.com)

In writing:

Human Resources Department

851 Highway #7 East

Ontonabee, ON K9J 6X7

By Telephone: 705-748-2777

Alternatively, a copy of our feedback form can be requested for submission; noting that feedback or comments made to any of our employees regarding expectations or services will be forwarded to the appropriate person(s) for review.

#### **Modifications to this or Other Policies**

We will develop customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Trent Valley Honda that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

#### **Questions about this policy are welcome:**

Online: [tvhonda.com/contact](http://tvhonda.com/contact)

By Email: [accessibility@tvhonda.com](mailto:accessibility@tvhonda.com)

In writing:

Human Resources Department

851 Highway #7 East

Ontonabee, ON K9J 6X7

By Telephone: 705-748-2777

A response can be expected within two (2) business days.