

Accessibility: AODA Policy & Procedures	Revision Date April 2021	Issue Date: Sept. 2014
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AODA Policy and Procedure

PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario with the purpose of developing, implementing and mandating accessibility standards to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

Customer Service

Under the AODA, Ontario Regulation 429/07, entitled “Accessibilities Standards for Customer Service”, this regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

GOAL

Our goal is to set guidelines for identifying and responding to issues of non-accessibility to our dealership and services and to do this in a fair, objective, and efficient manner which respects and protects both the rights and needs of any person entering upon our dealership or access to our other services.

Newmarket Honda always strives to provide services in a way that respects the dignity and independence of persons with disabilities. Persons with disabilities will be given an opportunity equal to that given to others to obtain use and benefit from our goods and services.

It applies to all customers, employees, and third-party contractors.

The overall objectives of this policy are:

1. To determine how best to accommodate those with disabilities for both our staff and those who do business with our company.
2. To ensure our staff are trained in our policy and procedures.

RESPONSIBILITY

Management, Employees & Contractors: To participate in the AODA training provided by the organization and to comply with the policy, practices, and procedures.

Originator: Randy Dignard	Signature: <i>Randy Dignard</i>	Date: September 4 2014
Approved: Kevin Pearson- President	Signature:	Date: April 29, 2021

AUTHORITY

The President and Customer Service Manager: To receive feedback regarding Newmarket Honda’s Services Accessibility Customer Service Policy, practices, and procedures and to respond to this feedback, when requested within the timelines identified in this policy.

Newmarket Honda’s Representative (Vanessa Chung or Saveria Gibney): To comply with the AODA, Ontario Regulation 429/27 legislation when dealing with customers or workers.

Human Resources Department: Maintain AODA Customer Service Standard training records for Employees, Contractors including names and dates.

To ensure that new employees are trained as part of their Employee Orientation process.

Definitions

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Mobility Aid – a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device – a cane, walker, or similar aid.

Performance Management – activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Support Person – in relation to a person with a disability, another person who accompanies the person with a disability to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

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POLICY:

Newmarket Honda will strive to ensure that its policies, practices, and procedures are consistent with the following core principles as outlined in the AODA.

Dignity

Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person’s importance.

Independence

Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive information about our products and services. This includes any disabilities our workers may have.

Integration

Persons with disabilities can access all areas of our dealership or office areas. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity

Service is provided to persons with disabilities in a way that their opportunity to work in our workplace in a manner that is equal to that given to others. Exceptions to this element of our policy will be those which may pose a safety danger or hazard to others including access to some work areas found within our dealership.

When employing workers with disabilities

Communication with Persons with Disabilities

When communicating with a person with a disability, our office and employees will do so in a manner that considers the person’s disability. Our dealership and management are committed to provide training on customer service to all current and future employees and contract persons who may be working for our company. This training will include how to interact and communicate with persons with various types of disabilities as well as what to do in emergency situations.

Assistive Devices

Personal assistive devices are permitted anywhere within our dealership, including the garage, except when subject to the safety of themselves and others. This dealership will train its current and future employees and contract persons on the use of various assistive devices available at our facility.

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It should be noted that the provision, use and safety of personal assistive devices from our customers/ visitors is the responsibility of the person with the disability; this would include interpreters for the hearing impaired.

Service Animals

Persons with a disability who are accompanied by a service animal may access premises owned and operated by Newmarket Honda provided the public has access to such premises and the animal is not otherwise excluded by law.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premise accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal or if the work area may cause an injury to the service animal as may be found in some of our service areas (exposure to chemicals). If deemed necessary, a risk assessment will be conducted by our company and our Health & Safety Representative. The risk assessment will include identifying the risks inherent with the service animal being in the area of concern and identify alternate measures available to enable the person with a disability to access the service.

If it is not readily apparent that an animal is a service animal, the company and our safety representative may ask the person with the service animal to provide verification of the animal's duty. The use, safety and clean up of the service animal is the responsibility of the person with a disability.

Support Persons

Our facility welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform their contact person of their participation.

There may be rare circumstances where, for reasons of health and safety, allowing a person with a disability to enter an area accompanied by their support person needs to be considered. Examples of such situations include potential fire code violations or any other safety issues. If deemed necessary, a risk assessment will be conducted by our Health & Safety Representative. The risk assessment will include identifying the risks inherent with the support person being in the area of concern and identify alternate measures available to enable the person with a disability to access the service.

Support persons shall be permitted entry to all areas of our dealership and meeting rooms that are open to the public. Support persons will be allowed to sit in on any discussions regarding the negotiation of our services.

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Availability and Format of Documents (Alternative Formats)

All accessibility policies including our dealerships Accessible Customer Service Policy, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to the Freedom of Information and Protection of Privacy Act. When providing these documents to a person with a disability, Newmarket Honda will endeavour to provide the document, or the information contained in the document, in a format that takes the person’s disability into account.

We will provide the information and communication in a timely manner and we will not charge for any service other than what is charged to our company.

The updated policies will be available on the website and the web content will be compliant with WCAG 2.0 Level AA.

Employment Opportunities

Employment Standards Overview

The Employment Standards regulation will expand Ontario’s labour pool by ensuring people with disabilities are welcomed and supported within all workplaces. Employment standards will assist our organization with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

Recruitment, Assessment and Selection Newmarket Honda will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. Newmarket Honda will add our AODA accommodation for job applicants to our web page and print ads and where we promote employment opportunities. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.

Newmarket Honda will notify the successful applicant of their policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees

If an employee with a disability requests it, Newmarket Honda will provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed in order to perform their job; and
2. Information that is generally available to all employees in the workplace.

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Our company will consult with the employee if needed in making the request to determine the best way to provide the accessible format or communication support.

Documented Individual Accommodation Plans

At Newmarket Honda, we will also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans includes specific elements which are listed below.

1. The ways in which the employee can participate in the development of the plan.
2. The means by which the employee is assessed on an individual basis.
3. The ways an employee can request an evaluation by an outside medical expert, or other experts to determine if accommodation can be achieved, or how it can be achieved.
4. Will allow workers to request the participation of our Health & Safety Representative or another trusted fellow worker to help in the development of an accomidation plan.
5. The steps taken to protect the privacy of the employee’s personal information.
6. The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done.
7. The means of providing the accommodation plan in an accessible format, based on the employee’s accessibility needs.

Plans and Processes

Any department within Newmarket Honda that utilizes performance management tools, or provides career development and advancement to their employees, will respect the accessibility needs of their employees with disabilities when developing these processes. Every department within our dealership will provide a tailored workplace emergency response plan or information for employees with disabilities if their disability makes it necessary. If an individual accommodation plan is denied, a reason for the denial will be provided, along with the type of disability. Any other accommodation plans and use of alternate formats will be provided if the employee requests it.

Return to Work and Redeployment

Our HR department will develop and have return to work processes in place for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work. Our HR department will document these processes. The return to work process will include an outline of the steps we will take to facilitate the employee’s return to work and use documented individual accommodation plans (as described in section 28 of the regulation). If our company uses redeployment processes, they will consider the accessibility needs of its employees with disabilities.

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Emergency Procedures

During an emergency, all workers at Newmarket Honda have a moral responsibility to assist in the evacuation of persons with disabilities.

Examples of disabilities are:

- visual impairments (reduced vision or blindness)
- hearing impairments (some degree of hearing loss or deafness)
- mobility impairments (those who use walkers, crutches, motorized scooters, wheelchairs, canes – may be short or long term)
- other medical conditions that pose a functional limitation

Examples of an emergency may include, fire, power failure, gas leak or under orders from emergency services in the case of a situation in one of the other units in our building.

Staff have Responsibilities

If a visitor or worker has a disability that may put them at risk in the event of an emergency, our company will develop a plan that would address their disability and how they will be notified of an emergency and how we will ensure they are assisted in an evacuation of our facility.

If you have a visitor that will be entering our facility, you must assess if their disability would affect their ability to exit our facility in the event of an emergency. If their disability could prevent them for exiting the building, a plan must be discussed and planned prior to entering our garage areas or areas that may pose a challenge in the event of an emergency.

In the event of an emergency at our dealership and you have a person with you that has a disability it is your responsibility to ensure that they are escorted outside of our building and over to our emergency evacuation location.

If our company has been made aware that a worker, volunteer, or contractor may have a disability that would make exiting the facility difficult in the event of an emergency, Newmarket Honda will develop a plan specific to the needs of that person as soon as reasonably possible.

We will work with those individuals to ensure we can alert them of the emergency, a means of communication if communication would be a barrier with those persons will be developed. This may include premade signs, note pads or other electronic devices.

If the person has a physical disability that would put them at risk in the event of an emergency, our company will develop a plan that will ensure they can exit the facility in a safe manner. This may include ensuring a clear path for travel is maintained and designate an employee that could help them move through our facility. A plan will be developed and practiced within 2 weeks to ensure that it works.

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We will modify the plan and confirm with a worker, if their work location changes that would affect the accommodation plan. This plan will be reviewed when the employee relocates to a different department or location in the dealership. If no employee relocation is required, the emergency response policies will be reviewed on a yearly basis to ensure it is in accordance with the Integrated Accessibility Standards s. 27(4).

We will obtain the effected employees consent before sharing the plan with the person designated to provide assistance during the emergency. This will be part of the accommodation plan.

Tips:

First, try and communicate to them that there is an emergency and that you must exit the building. Communicate in a calm voice to avoid overwhelming the person. If the person is deaf, you may need to write down on a paper what is going on and what you must do.

If the person you are responsible for needs assistance, you are to contact your supervisor or another person that is easily accessible to help you with your contact/ visitor.

Should one of our workers have a disability that makes notification of an alarm difficult for them, a deaf person that cannot hear the alarm as an example. The company will make arrangements to ensure they are aware of any emergency situation. An example of this is an alarm system that is fitted with strobe lights to make the alarm visible to that person.

If installing an alarm system is impracticable than those workers who work around persons with disabilities will be trained on how to notify that person and how to assist them in exiting the building.

In the event of an emergency, and you have your person with you, make your way to Newmarket Honda’s assembly area. Do not leave that person on their own. Contact your supervisor and let them know that you and your visitor/ worker are at the designated assembly area and wait for further instructions.

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Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be communicated by telephone, in person, in writing or by email. Newmarket Honda will strive to provide a response in the same format in which the feedback was received.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before action is taken. Newmarket Honda will respond within 21 working days.

Feedback may be submitted directly to the General Manager, Zak Bospaly.

General Manager Zak Bospaly
Address 75 Mulock Drive, Box 150
 Newmarket, ON L3Y 4W3
Phone (905) 898-4500
Fax (905) 898-4244
E-mail zbospaly@newmarkethonda.com
Website www.newmarkethonda.com

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Training on our AODA Policy

Newmarket Honda shall provide every employee, volunteer, everyone who is involved in the writing of our procedures as well as any person who may provide goods, or services on behalf of our company with a review of the purpose of the AODA and the requirements of the Accessibility Standards for Customer Service;

The AODA Policy and Procedure training will include:

- A review of how to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use available equipment or devices that may assist with the provision of services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing Newmarket Honda’s goods and/or services;
- Newmarket Honda policies, procedures and practices related to the provision of services to persons with disabilities.

On-line training modules can be done by going to <https://accessforward.ca/>
 General understanding of AODA- all workers will be required to take the training modules found in <https://accessforward.ca/general/intro>

Customer Service training Module- All workers will have to be trained on all modules of the customer service modules by going to <https://accessforward.ca/customerService/service-people-intro>

New employees and contractors will be provided such training as part of their orientation. If required, training will be adjusted depending on the job responsibilities of employees, volunteers and other persons. Training is provided based on the requirements of the Integrated Accessibility Standards and Regulations.

Documentation of training of employees, and contractors including names of participants and dates of training shall be maintained by the Human Resources Department.

Training to workers will be done every 3 years or sooner if there are changes to our policy, legislative changes or if a review of our policy and procedures is needed.

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Training to Staff on our Accessible Customer Service Policy

Review the policy of the company on our Accessible Customer Service Policy

Discuss general tips on providing service to customers with disabilities.

Discuss tips on how to interact and communicate with customers:

- with vision loss
- who are deaf, deafened, oral deaf or hard of hearing
- who are deaf-blind?
- with physical disabilities
- with mental health disabilities
- with intellectual or developmental disabilities
- with learning disabilities
- who have speech or language impairments?
- What do to in the event of an emergency at our facility

We will also provide training on

- How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods, services or facilities.

The following training document is required to be communicated to all staff working for Newmarket Honda. This will include any contractors that may be working on behalf of our facility.

Each person who participates in this training program is required to complete the attendance record at the end of this document.

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Step One: Review the Accessibility Customer Service Policy in its entirety.

Step Two: Receive Training on “Integrated Accessibility Standards Orientation”. Training can be accessed through the following web site- <http://thesafetybus.link2elearning.com/> or by going to <http://accessforward.ca/> where the following topics can be accessed.

1. Customer Service Standards
2. General Requirements
3. Information and communications standards
4. Employment Standards

Contact customerservice@istcanada.ca for assistance in setting up this training.

Step Three: Review tips on how to provide service to persons with disabilities.

Worker Training on AODA

General Tips on Providing Service to Customers with Disabilities

- If you are not sure what to do, ask your customer, “May I help you?” Your customers with disabilities know if they need help and how you can provide it.
- Speak directly to the person with a disability, not to his or her support person or companion.
- Avoid stereotypes and make no assumptions about what type of disability or disabilities the person has. Some disabilities are not visible and customers are not required to give you information about any disabilities they may have. Do not ask questions in such a way that may be embarrassing to the customer. There is certain value in being honest with a person, but you must consider if what you are asking may be found offensive or embarrassing to the persons with a disability.
- Take the time to get to know your customer’s needs and focus on meeting those needs just as you would with any other customer.
- Be patient. People with certain disabilities may take a little longer to understand and respond. A good start is to listen carefully.
- Make an effort to learn about appropriate language and terminology to use when referring to people with disabilities.
- If you cannot understand what your customer is saying, politely ask them to repeat themselves.

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- Do not touch or speak to service animals, they are working and have to pay attention at all times.
- Do not touch assistive devices, including wheelchairs, without permission.

Tips on How to Interact and Communicate with Customers Who Have Vision Loss

We may have or there may be times where we have visitors or customers who have different levels of vision loss. Vision loss reduces a person’s ability to see clearly. Few people with vision loss are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some people can see the outline of objects while others can see the direction of light.

Vision loss can restrict your customers’ abilities to read signs, locate landmarks or see hazards. Some of these customers may use a guide dog or white cane, but others may not. Sometimes it may be difficult to tell if a person has vision loss.

Types of alternative methods your customer might use to communicate with you may include:

- Braille
- Large print
- Magnification devices
- White cane
- Guide dog
- Support person such as a sighted guide.

General Tips

- Just because a customer is visually impaired, does not mean they cannot purchase our products or services.
- If someone comes in with a visually impaired person with them, treat the visually impaired person with the same respect and dignity you would with the seeing person. Some people are afraid to speak to a person with a vision problem because they do not know what to say to them. Keep in mind, they are visually impaired, not deaf. You can carry on a conversation with them without raising your voice or talking like they will not understand what you are saying.
- Do not assume the individual cannot see you; they may have any number of visual impairments.
- Do not touch your customer without asking permission.

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- Offer your elbow to guide the person. If he or she accepts, walk slowly, but wait for permission before doing so. Lead – do not pull.
- Identify landmarks or other details to orient your customer to the environment around him or her.
- Do not touch or speak to service animals – they are working and must continually pay attention.
- Do not leave your customer in the middle of the office or any open area. Show him or her to a chair or guide them to a comfortable location.
- If you need to leave your customer, let him or her know you are leaving and will be back.
- Identify yourself when you approach your customer and speak directly to him or her, even if he/she is accompanied by a companion.
- There is generally no need to raise your voice because the person does not necessarily have hearing loss. Say your name even if you know the person well as many voices sound similar.
- Be clear and precise when giving directions.
Example: two steps behind you, a metre to your left, etc. Do not use “over there” or point in the direction.
- If you are uncertain about how to provide directions, ask the person how to do so.
- Do not be afraid or embarrassed to use words such as “see”, “read” and “look.” People with vision loss also use these words.
- When providing printed information, offer to read or summarize it.
- Offer to describe information. For example, verbally itemize the invoice or documents developed from one of our programs.

Tips on How to Interact and Communicate with Customers Who are Deaf, Oral Deaf, Deafened or Hard of Hearing

People who are profoundly deaf may identify themselves as culturally Deaf or oral deaf. When you hear the term “Deaf culture”, this is a term is used to describe a person who has severe to profound hearing loss, with little or no hearing.

Oral deaf is a term describing a person who was born deaf or became deaf before learning to speak but has been taught to speak and may or may not use Sign Language.

The term “deafened” describes a person who has lost their hearing slowly or suddenly in adulthood. The person may use speech with visual cues such as captioning or computerized notetaking, speech reading or sign language.

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The term “hard of hearing” describes a person who uses their residual hearing (hearing that remains) and speech to communicate. The person may supplement communication by speech reading, hearing aids, sign language and/or communication devices.

Types of assistive devices your customer might use to communicate with may include:

- Hearing aid
- Paper and pen
- Personal amplification device (e.g. Pocket Talker)
- Phone amplifier
- Relay Service
- Teletypewriter (TTY)
- Hearing ear dog
- Support person such as a sign language interpreter

General Tips

- Attract the customer’s attention before speaking. Generally, the best way is by a gentle touch on the shoulder or with a gentle wave of your hand.
- Ask in a normal toned voice how you can help, do not shout.
- Move to a well-lit area, if available, where your customer can see your face. This may include opening a blind in an office or asking if they would prefer to sit next to a window.
- Do not put your hands in front of your face when speaking as some people read lips.
- Try to not turn your back on persons with hearing disabilities (reading from your computer as an example).
- If necessary, ask if another method of communicating would be easier, for example, using a pen and paper.
- Be patient when are using a pen and paper to communicate. Sign Language may be your customer’s first language so writing everything down may take some time for them.
- Look at and speak directly to your customer. Address your customer, not the interpreter or support person.
- Be clear and precise when giving directions and repeat or rephrase if necessary. Confirm that your customer understands you.
- If the person uses a hearing aid, reduce background noise, or move to a quieter area, if possible, so the person can hear or concentrate better.
- Do not assume that the customer knows sign language or reads lips.

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Tips on How to Interact and Communicate with Customers Who are Deaf Blind

A person who is deaf blind has some degree of sight and hearing loss. This results in difficulties in accessing information and managing daily activities. Many people who are deaf blind will be accompanied by an intervenor, a professional who helps with communicating.

Types of assistance your customer might use to communicate with you may include:

- Braille
- Large print
- Print on paper (using black felt marker on non-glossy white paper or using portable white and black boards)
- Communication boards
- Hearing aid with built-in FM system
- Magnification equipment such as monocular or magnifier
- Teletypewriter (TTY)
- White cane
- Service animal
- Support person, such as an intervenor

General Tips

- Do not assume what a person can or cannot do. Some people who are deaf blind have some sight or hearing, while others have neither.
- A customer who is deaf blind is likely to explain to you how to communicate with him or her or give you an assistance card or note explaining how to communicate with him or her.
- Identify yourself to the intervenor when you approach your customer who is deaf blind, but then speak directly to your customer as you normally would, not to the intervenor.
- Do not touch or address service animals – they are working and must continually pay attention.
- Do not suddenly touch a person who is deaf blind or touch them without permission.

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Tips on How to Interact and Communicate with Customers Who Have Physical Disabilities

There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

Types of assistance your customer might use:

- Mobility device (i.e. wheelchair, scooter, walker, cane, crutches)
- Support person

General Tips

- Speak naturally and directly to your client, not to his or her companion or support person.
- If you need to have a lengthy conversation with someone in a wheelchair or scooter, consider sitting so that you can make eye contact.
- Ask before you help. People with physical disabilities often have their own ways of doing things.
- Respect your customer's personal space. Do not lean over him or her or on his or her assistive device.
- Don't move items or equipment, such as canes and walkers, out of the person's reach.
- Don't touch assistive devices without permission. If you have permission to move a person in a wheelchair, remember to:
 - Wait for and follow the person's instructions.
 - Confirm that your customer is ready to move.
 - Describe what you are going to do before you do it.
 - Avoid uneven ground and objects.
 - Do not leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
 - Let your customer know about accessible features in the immediate area (i.e. automatic doors, accessible washrooms, elevators, ramps, etc.)

Tips on How to Interact and Communicate with Customers Who Have Mental Health Disabilities

Mental health disabilities are not as visible as many other types of disabilities. You may not know that your customer has a mental health disability unless you're informed of it.

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Examples of mental health disabilities include schizophrenia, depression, phobias, as well as bipolar, anxiety and mood disorders.

A person with a mental health disability may have difficulty with one, several or none of the following:

- ability to think clearly.
- hallucinations (e.g. hearing voices, seeing or feeling things that aren't there)
- depression or acute mood swings (e.g., from happy to being depressed with no apparent reason for the change)
- poor concentration
- difficulty remembering
- apparent lack of motivation

If someone is experiencing difficulty controlling his or her symptoms, or is in a crisis, you may want to help them. Be calm and professional and ask your customer how you can best help.

Types of assistance your customer might use to communicate with you may include:

- Service animal
- Support person

General Tips

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be patient.
- Be confident and reassuring. Listen carefully and work with your customer and try to meet their needs.
- If someone appears to be in a crisis, ask him or her to tell you the best way to help.

Tips on How to Interact and Communicate with Customers Who Have Intellectual or Developmental Disabilities

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit the person's ability to learn, communicate, socialize, and take care of their everyday needs. You may not know that someone has this type of disability unless you are informed.

Originator: Randy Dignard	Signature: <i>Randy Dignard</i>	Date: September 4 2014
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As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate that you treat them with respect.

Types of assistance your customer might use:

- Communication board
- Speech generating device
- Service animal
- Support person

General Tips

- Don't assume what a person can or cannot do
- Use plain language and speak in short sentences.
- To confirm if your customer understands what you have said, consider asking the person to repeat the message back to you in his or her own words.
- If you cannot understand what is being said, simply ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or support person.

Tips on How to Interact and Communicate with Customers Who Have Learning Disabilities

The term “learning disability” describes a range of information processing disorders that can affect how a person acquires, organizes, expresses, retains, understands, or uses verbal or non-verbal information.

Examples of these may include dyslexia (problems in reading and related language-based learning); dyscalculia (problems in mathematics); and dysgraphia (problems in writing and fine motor skills).

It is important to know that having a learning disability does not mean a person is incapable of learning. Rather, it means they learn in a different way.

Learning disabilities can result in different communication difficulties for people. They can be subtle, such as difficulty reading, or more pronounced. They can interfere with your customer’s ability to receive, express or process information. You may not know that a person has a learning disability unless you are told.

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Types of assistance your customer might use:

- Alternative technology for writing
- Calculator
- Scanning or reading technology
- Tape recorders, mini pocket recorders

General Tips

- When you know someone with a learning disability requires assistance, ask how they wish to be helped.
- Speak naturally, clearly, and directly to your customer.
- Allow extra time if necessary – people may take a little longer to understand and respond.
- Remember to communicate in a way that considers the customer’s disability.
- Be patient and be willing to explain something again, if needed.

Tips on How to Interact and Communicate with Customers Who Have Speech or Language Impairments

Some people may experience difficulties communicating because of their disability. Cerebral palsy, hearing loss or other conditions may make it difficult to pronounce words or may cause slurring or stuttering. They also may prevent the person from expressing themselves or prevent them from understanding written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Types of assistance your customer might use to communicate with you may include:

- Communication board
- Paper and pen
- Speech generating device
- Support person

General Tips

- Do not assume that because a person has one disability, they also have another. For example, if a customer has difficulty speaking, it does not mean they have an intellectual or developmental disability as well.

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- Ask your customer to repeat the information if you do not understand.
- Ask questions that can be answered “yes” or “no” if possible.
- Try to allow enough time to communicate with your customer as they may speak more slowly.
- Do not interrupt or finish your customer’s sentences. Wait for them to finish.

Tips on Talking to Customers with Disabilities Over the Phone

- Speak naturally, clearly, and directly.
- Do not worry about how the person’s voice sounds. Concentrate on what they are saying.
- Do not interrupt or finish your customer’s sentences. Give your customer time to explain or respond.
- If you do not understand, simply ask again, or repeat or rephrase what you heard and ask if you have understood correctly.
- If a telephone customer is using an interpreter or a Relay Service, speak naturally to the customer, not to the interpreter.
- If you encounter a situation where, after numerous attempts, you and your customer cannot communicate with each other due to the customer’s disability, consider making alternate arrangements, such as communicating by email or fax.

Emergency Procedures

During an emergency, all workers at Newmarket Honda have a moral responsibility to assist in the evacuation of persons with disabilities.

Examples of disabilities are:

- visual impairments (reduced vision or blindness)
- hearing impairments (some degree of hearing loss or deafness)
- mobility impairments (those who use walkers, crutches, motorized scooters, wheelchairs, canes – may be short or long term)
- other medical conditions that pose a functional limitation

Examples of an emergency may include, fire, power failure, gas leak or under orders from emergency services in the case of a situation in a neighbouring building.

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If a visitor or worker has a disability that may put them at risk in the event of an emergency, our company will develop a plan that would address their disability and how they will be notified of an emergency and how we will ensure that they are assisted in an evacuation of our facility.

If you have a visitor that will be entering our facility, you must assess if their disability would affect their ability to exit our facility in the event of an emergency. If their disability could prevent them for exiting the building, a plan must be discussed and planned prior to entering our production areas.

In the event of an emergency at our facility and you have a person with you that has a disability it is your responsibility to ensure that they are escorted outside of our building and over to our emergency evocation location.

If we have workers, volunteers or contractors that have a disability that would make exiting the facility in the event of an emergency, Newmarket Honda will develop a plan specific to the needs of that person. We will work with those persons to ensure that we can alert them of the emergency, a means of communication if communication would be a barrier with those persons will be developed. This may include premade signs, note pads or other electronic devices.

If the person has a physical disability that would put them at risk in the event of an emergency, we will develop a plan that will ensure that they will be able to exit the facility in a safe manner. This may include ensuring a clear path for travel is maintained, persons that could help them move through our facility. A plan will be developed and practice to ensure that it works.

Tips:

First, try and communicate to them that there is an emergency and that you must exit the building. Communicate in a calm voice so as not to overwhelm the person. If the person is deaf, you may need to write down on a paper what is going on and what you have to do.

If the person you are responsible for needs assistance, you are to contact your supervisor or another person that is easily assessable to help you with your contact/ visitor.

Should one of our workers have a disability that makes notification of an alarm difficult for them, a deaf person that cannot hear the alarm as an example. The company will make arrangements to ensure that they are aware of any emergency situation. An example of this is an alarm system that if fitted with strobe lights that would be visible to that person.

If installing an alarm system is impracticable than those workers who work around persons with disabilities will be trained on how to notify that person and how to assist them in exiting the building.

In the event of an emergency, and you have your person with you, make your way to our assembly area. Do not leave that person there by themselves. Contact your supervisor and let them know that you and your visitor/ worker are at the designated assembly area and wait for further instruction.

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Accommodation Plans

Should we learn that one of our workers requires an individual accommodation plan, we will continue to support that person. We will work closely with those workers in the development of their accommodation plan. The plan will be assessed based on the duties the worker can perform. If the worker would like a representative from our company to participate in the development of that plan, we will be pleased to help them out.

On occasion the creating of a plan for a worker is more complex. In these events, we will look for an outside source to assist us in the plan development.

We value our workers, and we are committed to sustaining confidentiality. We will protect your information by keeping it confidential amongst those involved and we will keep your file in a secure location.

Once a plan has been developed, Kevin Pearson our president will review the plan in person with those involved.

In closing, Newmarket Honda is committed to the same level of service to each person entering our dealership. Every person will be treated with respect and dignity.

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Accessibility plan - Newmarket Honda

Accessibility Plan Message from the CEO

The goal for Newmarket Honda is to set guidelines for identifying and responding to issues of non-accessibility. Newmarket Honda is committed to providing services in a fair and impartial manner which respects and protects the rights and needs of any customer, employee or third-party contractor entering the dealership.

Statement of Commitment

Newmarket Honda strives to meet the needs of its employees and customers with disabilities and is dedicated to remove and prevent barriers to accessibility.

Newmarket Honda is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Newmarket Honda is taking to meet those requirements and to improve opportunities for people with disabilities. This will be reviewed and revised once every five years or earlier if necessary.

Our plan demonstrates how Newmarket Honda will contribute to Ontario's goal of becoming an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Newmarket Honda has completed.

Information and Communications

- Employee handbook was the main way to communicate with employees and this was completed within 2 weeks of being hired with the company.

Employment

- Training was done within 2 weeks of the employee being hired.

Design of Public Spaces

- Automatic doors and buttons were installed at the front entrance of sales department and service section.
- The reception desk and service desk are lowered to enable the person with a disability to access the service. If additional tools or resources are required, an employee will provide them with these resources to meet the needs of the customer.

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Section Two: Strategies and Actions

Customer Service

Newmarket Honda is committed to providing accessible customer service to people with disabilities. We will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Information and Communications

Newmarket Honda is committed to making our information and communications accessible to people with disabilities.

- Employee handbook manual is provided as soon as practicable, within 2 weeks of hiring.
- New employee orientation is completed as soon as practicable, within 2 weeks of hiring.
- Continue to provide updated information using the new employee manual.
- Have information available on the website and update as soon as practicable, within 2 weeks if there are any changes to Newmarket Honda's AODA policies and procedures.
- Managers will frequently visit <https://www.aoda.ca/> for updates, news, and latest headlines.
- Any feedback can be sent to the General Manager, Zak Bespaly
Phone: (905) 898-4500
E-mail: zbespaly@newmarkethonda.com

Employment

Newmarket Honda is committed to fair and accessible employment practices.

- Newmarket Honda will post fair and accessible employment practices at the bottom of each job listing.
- The company website will continue to expand within the next year, to include more detailed information which will include a link to AODA Policy and Procedures

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Training

Newmarket Honda is committed to providing training to meet the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Training new staff as soon as practicable, within 2 weeks of hiring. They are encouraged to visit <https://accessforward.ca/> for online training modules.
- Training staff will also be required if they relocate to a different department or section of the dealership as soon as practicable, within 2 weeks. Training will be adjusted depending on the job responsibilities of employees, volunteers and other persons.
- AODA PowerPoint presentation for employees followed by quiz to ensure the new employee fully understands Newmarket Honda's objectives. This is done as soon as practicable.

Design of Public Spaces

Newmarket Honda will meet accessibility laws when building or making major changes to public spaces.

- Reception desk and service desk are lowered to enable the person with a disability to access the service. If additional tools or resources are required, an employee will provide them with these resources to meet the needs of the customer. Through the new training programs, employees will have guidance on how to meet the needs of all customers.
- Ensure front door entrance with button to open door is working properly by having it repaired when required. This will be checked during monthly walk around inspection by Joint Health and Safety Committee so maintenance or repairs can be done as soon as possible.
- Newmarket Honda will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.
- In the event of temporary service disruptions, details regarding the disruption and the anticipated duration of the disruption will be posted around the dealership and on the website. Notices will be posted in a timely manner and alternative services will be proposed to affected individuals.

For More Information

For more information on this accessibility plan, please contact Zak Besplay

Phone: (905) 898-4500

E-mail: zbespaly@newmarkethonda.com.

Website: www.newmarkethonda.com.

Standard and accessible formats of this document are free upon request.

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