

Accessibility Commitment Statement

Accessibility for All

Weidner Motors Ltd is committed to serving all patrons including those with limitations and disabilities with the respect and dignity they deserve. We believe in equal opportunity for all; this means all patrons will receive their goods and services with the same standards of excellence; regardless of limitations and disabilities. We are committed to remove and prevent barriers to ensure accessibility for all visitors, customers and staff members.

Our business is committed to making our facility and its services available for all. Meeting all the regulations under the Province of Alberta. This commitment statement outlines the steps Weidner Motors Ltd is taking to meet those requirements and to improve opportunities for people with limitations and disabilities.

Information and Communications

Weidner Motors Ltd is committed to making our information and communications accessible to people with limitations and disabilities in ways that take into account their limitations and disability.

Customer Service

Weidner Motors Ltd is committed to providing accessible customer service to people with limitations and disabilities. What this means, is that we will provide goods and services to people with limitations and disabilities with the timeliness and quality as all others.

Weidner Motors Ltd will:

Provide copies of our standards upon request, ensuring that the format is accessible

Ensure that our products and services are accessible and meet a high standard of quality;

Ensure that all visitors and customers are provided with appropriate feedback mechanisms in a variety of manners, and have the ability to contact Weidner Motors Ltd regarding concerns;

Only collect and use customer information in a lawful manner that protects the privacy of our customers, and is compliant with applicable privacy legislation;

Ensure that our facilities, products, and services are accessible to persons with limitations or disabilities; and

Provide employees with appropriate customer service training to ensure the consistent delivery of exceptional service.

Employment

Weidner Motors Ltd is committed to providing accessibility across all stages of the employment lifecycle by removing barriers and creating a workplace that is accessible to all job candidates and employees. When scheduling interviews, we will notify potential hires that accommodations can be made during recruitment.

Where needed, we will provide customized accommodation plans, as well as emergency information to help an employee with a disability during an emergency.

Training

Weidner Motors Ltd is committed to training staff related to working with persons with disabilities. We will ensure our staff is trained on accessibility as it relates to their specific roles.

Training will be provided to:

All employees who deal with the public on behalf of Weidner Motors Ltd and

Those who are involved in the development and approval of customer service policies, practices, and procedures.

Design of Public Spaces

Weidner Motors Ltd will meet accessibility requirements when building or making major changes to public spaces.

Weidner Motors Ltd will do everything reasonable to prevent service disruptions to the accessible parts of our public spaces.

Notice of Disruption in Service

Disruptions to our facility may occur due to reasons that may or may not be within the control or knowledge of Weidner Motors Ltd. In the event of any temporary disruptions to facilities or services, reasonable efforts will be made to provide advance notice to all patrons. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, it will be posted on the website and the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Feedback Process

Weidner Motors Ltd shall provide customers with the opportunity to provide feedback on the services provided to all visitors and customers.

Customers can submit feedback to the dealership in a variety of ways such as by postal services, email, or phone. Customers who provide formal feedback will receive acknowledgement of their feedback, based on concerns or complaints that were submitted.

For More Information

For more information regarding this accessibility plan or to request communication in an accessible format and provide feedback, please contact Weidner Motors Ltd at 403-782-3626 or Jennifer.sparks@weidnermotors.ca or by mail:

5640 Highway 2A Lacombe, AB T4L 1A3

The length of time it will take to provide information in alternative formats will depend on the format requested, however, every effort will be made to process requests in a timely fashion.