

Brantford Chrysler Dodge Jeep Ltd's Accessibility Standards for Customer Service Policy Statement

This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

2. Our Commitment

Brantford Chrysler Dodge Jeep Ltd. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving 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 customers.

3. Providing Goods and Services to People with Disabilities

Brantford Chrysler Dodge Jeep Ltd. is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- New & Pre-Owned Vehicle Sales
- Vehicle Service & Repairs
- Parts Sales
- Collision Repairs

3.1 Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will provide publications in formats that are accessible for people with disabilities where available from the manufacturer.
- We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

- We are committed to providing accessible telephone services to our participants.
- We will train office staff/volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with participants by email, internet or personal visit, if telephone communication is not suitable to their communication needs, or is not available.

3.3 Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our goods and services.
- We will ensure that people are permitted to use their own personal assistive devices to access our facilities.
- We will familiarize staff with the various assistive devices that may be used by participants with disabilities while accessing our dealership.
- Brantford Chrysler Dodge Jeep Ltd. will provide assistive devices it deems necessary for accessing our facility and other applicable programs, goods and services.
 - Staff will be trained on how to use the assistive devices available on our premises, including: Doors, Ramps, Washroom for people with disabilities.
- Upon a customer's request, we will make every practical effort to provide the requested assistive device and/or service.

3.4 Accessibility Officer

- We are committed to designating an Accessibility Officer to oversee all issues relating to accessibility.
- The Accessibility Officer will have several roles:
 - The officer will establish policies on providing accessible goods and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
 - The officer will monitor our goods and services to ensure that practices and procedures are consistent with our governing policies.
 - The officer will coordinate accessibility training and training materials for all relevant staff.
 - The officer will ensure that assistive devices provided are in good working order and that requests for assistive devices are properly handled.
 - The officer will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

4. Use of Service Animals and Support Persons

- We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties.
- We will ensure that all staff dealing with participants are trained on how to interact with people who are accompanied by a service animal.
- We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Johnston Motor Sales Co. Ltd.'s premises with his or her support person.

5. Notice of Temporary Disruption

Brantford Chrysler Dodge Ltd. will provide participants 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, and a description of alternative facilities or services, if available. The notice will be delivered to participants by means of posted notice.

6. Training for Staff

Brantford Chrysler Dodge Jeep Ltd.'s Accessibility Officer will be responsible for coordinating training for all employees who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

7. Feedback Process

The ultimate goal of Brantford Chrysler Dodge Jeep Ltd. is to meet and surpass expectations while serving customers with disabilities.

Comments regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way Brantford Chrysler Dodge Jeep Ltd. provides programs, goods and services to people with disabilities can be made by email to patrickd@brantfordchrysler.com or by telephone at 519-759-6000 or in person without appointment or the supplied feedback form.
- All feedback will be directed to the Accessibility Officer.
- Participants can expect to hear back in 3 days
- Confidentiality will be respected

Complaints will be addressed according to the procedures outlined by the Accessibility Officer. Complaint procedures will be documented by the Accessibility Officer.

Modifications to this or Other Policies

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.

- No changes, therefore, will be made to this policy before considering the impact on people with disabilities or their families.
- Any policy of Brantford Chrysler Dodge Jeep Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8. Questions about This Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Accessibility Officer.

Participant Feedback Form

Thank you in advance for your participation regarding feedback on Brantford Chrysler Dodge Jeep Ltd. We value all people and strive to meet everyone's needs.

Please tell us the date and time you dealt with Brantford Chrysler Dodge Jeep Ltd.:

Did we respond to your needs today (Circle one)? **Yes** **No**

Were our facilities and services accessible to you? (Circle one)

Yes **Somewhat** (please explain below) **No** (please explain below)

Were our facilities/service provided to you in an accessible manner (Circle one)?

Yes **Somewhat** (please explain below) **No** (please explain below)

Please add any other comments you may have:

Contact information (optional – please consider reviewing Brantford Chrysler Dodge Jeep Ltd.'s Privacy Policy):

Thank you

Record of Participant Feedback

Date feedback received:

Name of participant (optional):

Contact information (if appropriate):

Details:

Follow-up:

Action to be taken:

Accessibility Officer: _____

Date: _____