

**EMPLOYMENT POLICY**

**NUMBER: EP 50**

**Accessibility Policy (IAS) and  
Multi-Year Plan**

**ISSUED: December 2019**

**REVISION: 1**

**PAGE NO. 1 of 8**

**APPROVED BY: Susan Gubasta**

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## **1. PURPOSE**

- 1.1 Mississauga Toyota is committed to meeting the diverse needs of people with disabilities by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.
- 1.2 The objectives of this policy is to ensure we meet the requirements of the Integrated Accessibility Standards (the "IAS") under the Accessibility for Ontarians with Disabilities Act, 2005.
- 1.3 This Policy includes Mississauga Toyota's Statement of Commitment and Multi-Year Plan.

## **2. APPLICABILITY**

- 2.1 The Policy applies to all persons who, on behalf of Mississauga Toyota, deal with members of the public or other third parties. This includes all of our employees, contractors and any volunteers.

## **3. DEFINITIONS**

- 3.1 **Accessibility Report** – The report required to be filed pursuant to the Act.
- 3.2 **Disability** – Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H.19.
- 3.4 **"We", "Our", "Staff", "Dealership"** means Mississauga Toyota and its employees, volunteers, agents and contractors.

## **4. CORE PRINCIPLES OF THE POLICY**

Mississauga Toyota endeavors to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

4.1 **Dignity** - Persons with a disability must be treated as valued and deserving as any other person.

4.2 **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others.

4.3 **Integration** - Wherever possible, persons with a disability should benefit in the same way and in the same or similar manner as any other person.

4.4 **Independence** – Goods, services and processes must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

## **5. IMPLEMENTATION**

Mississauga Toyota has created an Accessibility Committee responsible for:

5.1 Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.

5.2 Developing and implementing an accessibility training program as required under the Act.

5.3 Developing a feedback procedure as required under the Act.

5.4 Filing Accessibility Reports as required under the Act.

## **6. Statement of Commitment**

Mississauga Toyota is committed to meeting the diverse needs of people with disabilities by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. In addition, we are committed to meeting the requirements under AODA.

**EMPLOYMENT POLICY****NUMBER: EP 50****Accessibility Policy (IAS) and  
Multi-Year Plan****ISSUED: December 2019****REVISION: 1****PAGE NO. 3 of 8****APPROVED BY: Susan Gubasta**

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Mississauga Toyota has developed the following documents that support this commitment:

- Integrated Accessibility Policy
- Multi-Year Accessibility Plan
- Customer Service Policy

This Statement of Commitment has been posted in a visible location to all Mississauga Toyota employees. In addition, it is included in the Integrated Accessibility Policy. The Integrated Accessibility Policy and Customer Service Policy form part of the Employment Manual which has been given to every current employee and is included in all new employee's Orientation.

## **7. MULTI-YEAR ACCESSIBILITY PLAN**

Mississauga Toyota is committed to complying with the accessibility requirements under the Integrated Accessibility Standards and to reviewing and updating our Multi-Year Plan at least once every 5 years.

The following is a summary of the accessibility requirements under the IAS that apply or may apply to Mississauga Toyota and the associated timelines for compliance. The summary is intended as a guide to inform of our accessibility compliance initiatives.

A. The following is currently in effect:

- i) Emergency Procedure, Plan, or Public Safety Information

Mississauga Toyota will make available to public any emergency or public safety information in accessible format (or with communication supports) upon request.

**EMPLOYMENT POLICY****NUMBER: EP 50****Accessibility Policy (IAS) and  
Multi-Year Plan****ISSUED: December 2019****REVISION: 1****PAGE NO. 4 of 8****APPROVED BY: Susan Gubasta**

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## ii) Workplace Emergency Response Information

Mississauga Toyota will provide individualized emergency response information as soon as it is practicable after Mississauga Toyota becomes aware of any employee who requires information because of a disability. If the employee with a disability who receives the individualized workplace emergency response information requires assistance and provides consent, the Dealership will provide the individualized emergency response information to a person who is designated to assist the employee in case of an emergency.

Mississauga Toyota will review the individualized workplace response information when an employee moves to a different location, when the employee's overall accommodations needs or plans are reviewed or when the Mississauga Toyota reviews the emergency response policies.

## B. The following is effective January 1, 2014:

## i) Policies, Practices, and Procedures

Mississauga Toyota will have in place this policy that documents and implements how the Dealership will achieve accessibility by meeting its requirements under the regulations of the IAS. This requirement includes a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a manner. This document shall be made publicly available through reception. Alternate formats are available upon request. All related policies are available upon request. The policy is currently available through print, large print and audio.

## ii) Accessibility Plan

Mississauga Toyota has committed to establishing, implementing, maintaining and documenting a multi-year accessibility plan which outlines the Dealership's strategy to prevent and remove barriers and meet its requirements under the Act. The multi-year plan is outlined

**EMPLOYMENT POLICY****NUMBER: EP 50****Accessibility Policy (IAS) and  
Multi-Year Plan****ISSUED: December 2019****REVISION: 1****PAGE NO. 5 of 8****APPROVED BY: Susan Gubasta**

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in this policy, EP 50. The accessibility plan will be posted on our website and the plan will be available in an accessible format upon request. Mississauga Toyota has also committed to reviewing and updating the accessibility plan at least once every five years.

iii) Self-Service Kiosks

Mississauga Toyota will have regard to accessibility should it design, procure or acquire self-service kiosks. In this requirement, kiosk is used to describe an interactive electronic terminal including a point-of-sale device that the public can use to access or more services or products, or both.

iv) Website Accessibility

Mississauga Toyota will make any new internet website it develops and web content on its site conform with WCAG 2.0 Level A. "New internet website" means either a website with a new domain name or a website with an existing name undergoing a significant refresh.

C. The following is effective January 1, 2015:

i) Training

Mississauga Toyota will ensure training that is provided on the requirements of the IAS and on the Human Rights Code to all employees, persons involved in development of policies and persons who provide goods, services or facilities on the Dealership's behalf. Additionally during orientation, all staff receives oral information on the specific needs related to their department if applicable. All related training is required to be completed within the first 15 days of employment, unless there is an accommodation in place. Retraining is provided when changes occur and all employees receive an electronic notification to ensure compliance.

ii) Feedback Process

Mississauga Toyota will ensure existing feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications, upon request.

D. The following is effective January 1, 2016:

i) Accessible Formats and Communications Supports

Mississauga Toyota will upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. The Dealership shall consult with the person making the request in determining the suitability of an accessible format or communication support. In addition, Mississauga Toyota shall notify the public about the availability of accessible formats and communication supports.

ii) Recruitment/Assessment/Selection of Employees

Mississauga Toyota shall notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process. During a recruitment process, the Dealership shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the material or processes to be used. In addition, the Dealership will inform successful applicants about our policies for accommodating persons with disabilities.

iii) Accommodation During Employment

a) Mississauga Toyota shall inform our employees of its policies to support our employees with disabilities.

**EMPLOYMENT POLICY****NUMBER: EP 50****Accessibility Policy (IAS) and  
Multi-Year Plan****ISSUED: December 2019****REVISION: 1****PAGE NO. 7 of 8****APPROVED BY: Susan Gubasta**

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b) Upon request, the Dealership shall provide in accessible formats and communication supports for, information that is needed in order to perform the employee's job and information that is generally available to employees in the Dealership.

c) Mississauga Toyota will establish a written process for the documented individual accommodation plans for employees with disabilities. Additionally, the Dealership shall develop and have in place a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.

d) Mississauga Toyota shall take into account the accessibility needs of its employees with regards to any of the following systems should they be put in place: Performance Management, Career Development and Advancement, Re-deployment

D. The following is effective January 1, 2021:

i) Internet Website and Content

Mississauga Toyota shall ensure its internet website and web content complies with WCAG 2.0 Level AA. (subject to the content exceptions outlined in the IAS)

## **8. FEEDBACK PROCEDURE**

A. Receiving Feedback

Mississauga Toyota welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

i. In person at the Dealership

ii. By telephone at 905-625-3420

iii. In writing to Susan Gubasta, C.E.O., Stephen Gubasta, C.O.O. or Jon Hall, General Manager, 2215 Dundas St. East, Mississauga, ON

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**REVISION: 1**

**PAGE NO. 8 of 8**

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iv. Electronically to Susan Gubasta via [sgubasta@mississaugatoyota.com](mailto:sgubasta@mississaugatoyota.com), Stephen Gubasta via [stepheng@mississaugatoyota.com](mailto:stepheng@mississaugatoyota.com) or Jon Hall via [jhall@mississaugatoyota.com](mailto:jhall@mississaugatoyota.com)

B. Responding to Feedback

Mississauga Toyota has a feedback protocol to enable it to receive and respond to comments, including complaints. Mississauga Toyota's feedback protocol is available upon request.

**9. DOCUMENTATION TO BE MADE AVAILABLE**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request. Notification of same shall be posted on our website.

**10. FORMAT OF DOCUMENTS**

Mississauga Toyota will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.