

## **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

### **1. Our Mission**

Performance Auto Group is committed to provide accessible and equitable customer service to each of our diverse and valued guests.

### **2. Our Commitment**

In fulfilling this mission, Performance Auto Group 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 guests.

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

a. **Communication** – We will communicate with people with disabilities in ways that take in to account their disability.

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

b. **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 guests or suppliers with disabilities while accessing our goods or services.

### **4. Use of Service Animals and Support Persons**

We welcome people with disabilities who are accompanied by a service 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.

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 Performance Auto Groups' 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.

#### **5. Notice of Temporary Disruption**

Performance Auto Group will make reasonable effort to provide guests 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.

#### **6. Training for Staff**

Performance Auto Group will provide training to all employees whom interact with the public on behalf of the company on a regular basis, whether on our premises or while delivering goods or services to our guests or suppliers. We will train employees on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Training will be provided to our employees as part of Orientation Training for new employees, and on a continuing basis as required.

Those persons who participate in the development of our policies, practices and procedures governing the provision of goods or services to members of the public or other third parties also receive initial training upon joining Performance Auto Group, and on a continuing basis 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 the assistive devices available at Performance Auto Group;
- What to do if a person with a disability is having difficulty in accessing Performance Auto Group' goods and services;
- Performance Auto Group' policies, practices and procedures relating to the provision of goods and services to our guests and suppliers.

## **7. Feedback Process**

The goal of Performance Auto Group is to meet and exceed the expectations of our guests and suppliers, including the expectations of our guests and suppliers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated and can be submitted to:

Jennifer Schroeder  
Performance Auto Group  
Box 1300  
St Catharines, ON L2R 7A7  
Email: [hr@performanceautogroup.ca](mailto:hr@performanceautogroup.ca)  
Phone: 905-685-3838  
Fax: 905.323.6773

Alternatively, guests and suppliers can submit feedback or comments to any of our employees and it will be forwarded to the above persons for review.

## **8. 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 Performance Auto Group' that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Documents are available to the public upon request. In addition, they can be available in alternate formats upon request – we require a 24-hours' notice produce an alternate format.

## 9. Questions about this Policy

This policy exists to achieve service excellence to our guests and suppliers with disabilities. If anyone has questions about the policy, please contact:

Jennifer Schroeder  
Performance Auto Group  
Box 1300  
St Catharines, ON L2R 7A7  
Email: [hr@performanceautogroup.ca](mailto:hr@performanceautogroup.ca)  
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### Document Management

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