

Accessibility Policy – Donnelly Ford Lincoln Ltd.

Providing goods, services, or facilities to people with disabilities.

Donnelly Ford Lincoln Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Donnelly Ford Lincoln Ltd. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Donnelly Ford Lincoln Ltd. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Donnelly Ford Lincoln Ltd. is committed to excellence in serving all guests including people with disabilities.

Our accessible guest service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by guests with disabilities while accessing our goods, services, or facilities.

Communication

We will communicate with people with disabilities in ways that consider their disability. We will work with the person with a disability to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Donnelly Ford Lincoln Ltd. might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before deciding, Donnelly Ford Lincoln Ltd. will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for guests with disabilities, Donnelly Ford Lincoln Ltd. will notify the guest promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services or facilities include accessible washrooms and or automatic door openers. The notice will be posted on the entrance doors.

Training

Donnelly Ford Lincoln Ltd. will provide accessible guest service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible guest service during their orientation on their first day of employment and as policies are updated.

Training will include:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Donnelly Ford Lincoln Ltd.'s policies related to the guest service standard
- how to interact and communicate with people 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 a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include automatic door openers

- what to do if a person with a disability is having difficulty in accessing Donnelly Ford Lincoln Ltd.'s goods, services or facilities

Feedback Process

Donnelly Ford Lincoln Ltd. welcomes feedback on how we provide accessible guest service. Guest feedback will help us identify barriers and respond to concerns.

Guests may provide feedback in the following ways:

Contact Human Resources by email at wdugas@tdag.ca or by phone, 613-260-4112

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the appropriate manager and the guest can expect to hear back in 2 days.

Donnelly Ford Lincoln Ltd. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

Donnelly Ford Lincoln Ltd. will provide documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Modification to This or Other Policies

Any policies of Donnelly Ford Lincoln Ltd. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Donnelly Ford Lincoln Limited

Accessibility for Ontarians with Disabilities (AODA) – Multi Year Plan – Reviewed and Revised – June 2023

Donnelly Ford Lincoln Ltd. is a fully engaged team of professionals working together to create a truly exceptional guest and employee experience. This includes all guests and employees with disabilities or who may have special needs that require accommodation.

We are proud to be committed to meeting our current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Donnelly Ford Lincoln Ltd. understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Donnelly Ford Lincoln Ltd. is committed to complying with both the Ontario Human Rights Code and the AODA.

Our accessible guest service and employee policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person during their orientation on the first day of employment and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Guest Services

We will provide all guests with a disability or special needs, any accommodation necessary in order to provide them with an exceptional level of service, in keeping with our Company Vision. We determine the accommodation that is required by communicating with the guest to understand how we may be provide the service to them.

All guest facing team members are trained to uphold the core values of respect, dignity, and

sincere communication when interaction with individuals with a disability or special need.

Proudly, our team members will go above and beyond to come up with solutions to any barriers that present themselves, ensuring our guest receives the service they require.

We will provide information to our guests in the manner that is most appropriate for their needs.

Employment

Upon review of our orientation and onboarding programs for new employees, we have enhanced our training for AODA utilizing in person training during the initial orientation meeting and have added online training that is to be taken during the employee's first two days of work.

Design of Public Spaces

Service reception areas are reviewed on a regular basis to ensure there are no barriers to receiving service; if there is a disruption to access or service, signs will be posted and appropriate solutions to the barriers will be presented.

Mobility aids such as handicap buttons on access doors are tested regularly and are discussed during training.

For More Information or to Provide Feedback

For more information on this accessibility plan or to provide feedback on this plan or our AODA Policy, please contact Wendy Dugas, HR Manager, 613-260-4112 or wdugas@tdag.ca

Our accessibility plan and policy are publicly posted on our websites and are available at all of our departments in our dealership.

Standard and accessible formats of this document are free on request from Wendy Dugas, HR Manager, 613-260-4112 or wdugas@tdag.ca