

Grand Touring Automobiles Multi-year Accessibility Policy and Plan

The 2014-21 accessibility plan outlines the policies and actions that Grand Touring Automobiles will put in place to improve opportunities for people with disabilities. The Multi-year Accessibility Plan will be modified on a yearly basis to reflect Grand Touring Automobiles' accomplishments in improving our services for those with disabilities, and to maintain compliance with the IASR.

The Ontarians with Disabilities Act (ODA), 2001 requires agencies to implement a public Accessibility Policy and to update/review the Policy on an annual basis. Grand Touring Automobiles meets requirements of the AODA, including requirements for an Accessibility Policy and Plan.

Statement of Commitment

Grand Touring Automobiles is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

Grand Touring Automobiles understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact our Human Resources Department.

Customer Service Standard

Status: Complete/ongoing

Grand Touring Automobiles has developed policies to comply with AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer services of agencies.

Grand Touring Automobiles is committed to excellence in serving all customers including persons with disabilities. We have put the customer service policies into practice as required by

the *Accessibility for Ontarians with Disabilities Act, 2005*. The policy outlines our commitment to accessibility and status of achievements for each area of the Customer Service Standard. Please the link to access the Accessibility Customer Service Policy, which is also available in an accessible format upon request.

Customer Service Achievements:

Grand Touring Automobiles has achieved the following requirements of the Customer Service Standard of the AODA:

Status: Complete

Grand Touring Automobiles has created and put in place a customer service policy that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback

Status: Complete

Grand Touring Automobiles will train staff on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.

Status: Ongoing

Grand Touring Automobiles has put the customer service policy in writing, and made the plan available to the public and employees.

- The plan can be accessed on the website
- The plan is available in accessible formats, if requested

Status: Complete/ongoing

Grand Touring Automobiles track their progress online by filing an accessibility report with the Minister of Community and Social Services.

Employment Standard: Workplace Emergency Response Information

Accessible Emergency Information

Grand Touring Automobiles is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Status: Complete/ongoing

Grand Touring Automobiles has created a process for documenting accessibility issues for employees and for documenting individualized workplace emergency response information, to comply with the AODA Employment Standard: Workplace Emergency Response Information by January 1, 2012.

Grand Touring Automobiles has provided all existing employees Employee Emergency Information plans to document emergency plans for those with accessibility issues in the event of an emergency. Grand Touring Automobiles will provide all employees with accessibility issues in emergencies individualized workplace emergency response plans.

Status: Ongoing

Grand Touring Automobiles is committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, and revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

Grand Touring Automobiles will review the emergency response information when:

- the employee changes work locations;
- we review the employee's overall accommodation needs;
- we review our organization's emergency response policies.

General Requirements

Training

Status: Complete

Grand Touring Automobiles provides training to employees on Ontario's accessibility laws and on the *Ontario Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees. Grand Touring Automobiles takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

Provides training to:

- all employees
- anyone who is involved in developing your organization's policies, including managers

Information and Communications Standard

Feedback

Status: Complete

To comply with the AODA Customer Service Standard, Grand Touring Automobiles has put into place an accessible feedback process to receive and respond to feedback from customers and members of the public who have a disability.

Grand Touring Automobiles has made the feedback process available to the public, and is available in accessible formats on request.

Status: Complete

Grand Touring Automobiles is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Grand Touring Automobiles has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0:

- Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols or simpler language.
- Make all functionality available from a keyboard.
- For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

Status: Ongoing

Grand Touring Automobiles will take the following steps to ensure all publicly available information is made accessible upon request by January 1, 2016:

- Let the public know that we will make information accessible upon request.
- Consult with people who request accessible information to figure out how to meet their needs, as soon as possible.

Status: Ongoing

Employment Standard

Recruitment

Status: Complete

Grand Touring Automobiles is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, Grand Touring Automobiles will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities (on-going)

Information for Employees

Status: Complete

Grand Touring Automobiles has taken the following steps to ensure employees know about our organization's policies for supporting employees with disabilities. By January 1, 2016, we will:

- Ensures our staff know about our organization's policies for supporting employees with disabilities.
- Informs our employees about these policies when:
 - when we hire new employees;
 - when we change the policies.

Processes to Accommodate Employees

Status: Ongoing

Grand Touring Automobiles will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. By January 1, 2016, we will:

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
 - - have been absent because of a disability, and
 - need some form of disability-related accommodation to return to work.

Status: Ongoing

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if we are using performance management, career development and redeployment processes. By January 1, 2016, we will:

- Make performance management accessible by:
 - - Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed
 - Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and
 - Providing feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability.
- When we provide career development opportunities, consider what accommodations your employees with disabilities may need to:
 - - learn new skills, or;
 - take on more responsibilities in their current position;
 - consider what we could do to help our employees with disabilities succeed in other positions in our organization when they change jobs.

Other

Grand Touring Automobiles will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of Grand Touring Automobiles as required and requested.

Design of Public Spaces

Grand Touring Automobiles will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include:

- Service-related elements like service counters and waiting areas

Grand Touring Automobiles will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces in accordance with the IASR.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Contact Information

For more information, questions, or concerns regarding accessibility at Grand Touring Automobiles or to request communication in an accessible format, please contact the Human Resources Department.

Phone: 416-530-1880