



6333 Tecumseh Road East, Windsor, ON, N8T 1E7

MULTI-YEAR ACCESSIBILITY PLAN

This plan is established in order to maintain compliance under the Accessibility for Ontarians with Disabilities Act, 2005 and Ontario Regulation 191/11. This plan will be used to implement and maintain Rose City Ford Sales Limited (the "Dealership") strategy to prevent and remove barriers. This plan will be reviewed and updated at least once every five years.

Requirements

Section	Initiative	Description	Action	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Seek Management approval.	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines	Seek Management approval.	January 1, 2014



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the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
c) review and update the accessibility plan at least once every five years.

7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's	To determine method of training and training levels. Employees must: Read the compliance manual, complete e-learning at //www.ohrc.on.ca/en/learning/working-together-code-and-aoda , read Policy, pass awareness quiz, sign, date and return completion of accessibility training form	January 1, 2015
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		policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.		
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Determine what accessible formats and communication supports we will provide upon request. Ensure staff and management are aware of the need to accommodate upon request through training. Requests to be directed to Human Resources.	January 1, 2015
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,	Determine what accessible formats and communication supports we will provide to persons with disabilities upon request. Ensure these formats and supports can be provided in a timely manner. Ensure staff and management are aware of the need to accommodate upon request through training. Requests to be directed to Human Resources.	January 1, 2016



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		a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.		
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to staff and management of this requirement through training. Requests directed to Human Resources.	January 1, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Post on website (included in Policy).	January 1, 2016
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites	Continuously review WCAG guidelines to be informed of changes and updates.	January 1, 2014 New internet websites and web content on those sites must conform



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		and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.		with WCAG 2.0 Level A. January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,
				<ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live)
				<ul style="list-style-type: none"> • success criteria 1.2.5 Audio Descriptions (Pre-recorded).
22	Recruitment - General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Include a statement in job posting stating our commitment in providing accommodations for persons with disabilities. Identify where we advertise, paper, website, communication board?	January 1, 2016
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are	Notify applicants (telephone, email, letter, etc.) based on required accommodations advised. Identify barriers: location of interview room, room set up for in person interviews, interviewing	January 1, 2016



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individually
selected to

timelines, supports, paperwork, etc.
Develop interview guidelines.

participate in an
assessment or
selection process,
that
accommodations
are available
upon request in
relation to the
materials or
processes to be
used.

(2) If a selected
applicant
requests an
accommodation,
the employer
shall consult with
the applicant and
provide or
arrange for the
provision of a
suitable
accommodation
in a manner that
takes into
account the
applicant's
accessibility
needs due to
disability.

24 Notice to
Successful
Applicants

24. Every
employer shall,
when making
offers of
employment,
notify the
successful
applicant of its
policies for
accommodating

Put statement in hire
letter/agreement.

January 1,
2016



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		employees with disabilities.		
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Circulate policy, training, and staff announcements.	
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practical after they begin their employment.	Upon hire.	January 1, 2016
25		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations	See 25 (1).	January 1, 2016



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		that take into account an employee's accessibility needs due to disability.	
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	January 1, 2016
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or	List what the employee will require - i.e. policy, communication supports that are available (accessible PDFs, large print, etc.). January 1, 2016



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		communication support.		
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Process ongoing.	January 1, 2012
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response	Part of the process with employee's consent.	January 1, 2012



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	information to the person designated by the employer to provide assistance to the employee.		
27	(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Part of process.	January 1, 2012
27	(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the	Part of process.	January 1, 2012



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employer reviews
its general
emergency
response policies.

28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations,	Process ongoing.	January 1, 2016
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shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements:	Process ongoing.	January 1, 2016
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1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the



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employee is
assessed on an
individual basis.

3. The manner in
which the
employer can
request an
evaluation by an
outside medical
or other expert,
at the employer's
expense, to
determine if and
how

accommodation
can be achieved.

4. The manner in
which the
employee can
request the
participation of a
representative
from their
bargaining agent,
where the
employee is
represented by a
bargaining agent,
or other
representative
from the
workplace, where
the employee is
not represented
by a bargaining
agent, in the
development of
the
accommodation
plan.

5. The steps
taken to protect
the privacy of the



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employee's
personal.

6. The frequency
with which the
individual
accommodation
plan will be
reviewed and
updated and the
manner in which
it will be done.

7. If an individual
accommodation
plan is denied,
the manner in
which the
reasons for the
denial will be
provided to the
employee.

8. The means of
providing the
individual
accommodation
plan in a format
that takes into
account the
employee's
accessibility
needs due to
disability.

29	Return to Work Process	29.(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to	Process ongoing.	January 1, 2016
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a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.

29

29. (2) The return Process ongoing. to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process.

January 1, 2016

30

Performance Management

30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of

Review current process keeping individual accommodation plan in

January 1, 2016



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		employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Review current process keeping individual accommodation plan in mind.	January 1, 2016
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual	Review current process keeping individual accommodation plan in mind.	January 1, 2016



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accommodation plans, when redeploing employees with disabilities.

Make new or redeveloped public spaces accessible:

Ongoing

January 1, 2017

- recreational trails and beach access routes
- outdoor public use eating areas
- outdoor play spaces
- public outdoor paths of travel
- parking lots
- service counters
- fixed waiting lines
- waiting areas with fixed seating



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File an	Ongoing	December 31,
Accessibility		2017
Compliance		December 31,
Report every		2020
three years		December 31,
		2023
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