

FINES FORD LINCOLN ACCESSIBLE CUSTOMER SERVICE POLICY

Fines Ford Lincoln Sales & Service Ltd (“Fines Ford Lincoln”) is dedicated to fostering a healthy and positive environment that respects the personal worth of each member of the Dealership Community – Team Members, Customers, Vendors, Contractors. Fines Ford Lincoln is committed to ensure that our store is barrier-free: free of attitudinal, communication, physical, technological, and procedural barriers.

1. Purpose and Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (‘the AODA’) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. Under the AODA, Ontario Regulation 429/07, entitled “Accessibility Standards for Customer Service” (‘the Regulation’), came into force on January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or third party parties. Effective January 1, 2012 all business with 1 or more employees must meet the requirements of the Regulation.

The objective of this policy is to identify what the equal treatment provisions of the Ontario Human Rights Code, through the AODA and the Regulation, require as a minimum legal standard in program design and service delivery to persons with disabilities and addresses the following:

- The provisions of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in service and facilities
- Training
- Customer feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents

2. Policy

In accordance with the Accessibility for Ontarians with Disabilities Ontario Regulation 429/07, Accessibility Standards for Customer Service, Fines Ford Lincoln is committed to providing a working and learning environment that is accessible and inclusive to all persons who work, purchase goods and services, provide third party services or visit the Dealership.

3. Components of the Policy

3.1 Communication with Persons with Disabilities

When communicating with a person with a disability, the Dealership will do so in a manner that takes into account the person's disability. The Dealership commits to provide training on customer service to all current and future employees. This training will, in particular, include how to interact and communicate with persons with various types of disabilities.

3.2 Notice of Planned or Unplanned Disruption in Services and Facilities

In the event of a service disruption at the Dealership affecting Team Members, customers, visitors and third party contractors, it is the responsibility of individual department areas (i.e. Sales and Showroom, Parts, Administration, Service) to take reasonable steps to report such disruption in a timely fashion through appropriate channels. Such channels include, but are not limited to, the store's website, physical postings (temporary signage) on or immediately adjacent to the affected area, and/or communication via email to affected individuals, departments or groups. In accordance with AODA, notice must be conspicuous and indicate any alternatives that exist to allow access to persons with disabilities during the disruption. The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption
- Information about the reason for the disruption
- Anticipated duration of the disruption
- Descriptions of alternative facilities or services, if any
- Contact information for the responsible service area

3.3 Assistive Technology

Personal assistive technologies are permitted and unrestricted in all areas of the Dealership to which Team Members, Customers, visitors and third party contractors have access, except when subject to operator safety and Dealership integrity. The Dealership will train, on an ongoing basis, current and future Team Members in the use of various assistive devices and related policies.

3.4 Service Animals

Persons with a disability who are accompanied by a service animal may access Fines Ford Lincoln, if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Dealership will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to the Dealership's services. If it is not obvious that an animal is a service animal, the Dealership Management may ask the person with the service animal to provide verification of the animal's duty. It should be noted that the use and safety of the animal is the sole responsibility of the person with a disability.

3.5 Support Persons

The dealership welcomes employees, customers and visitors who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them. Individuals who are accompanied by a support person should inform relevant persons of their participation (e.g. Reception, Service Coordinator when booking appointments, Sales Consultant when booking appointment etc.) Support persons shall be permitted entry to all Dealership facilities and meeting areas that are open to the public.

4.0 Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it supports Fines Ford Lincoln's continuous improvement. Such feedback may be by telephone, in person, in writing or by delivering an electronic text via email, or otherwise. Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort and time to address. Feedback may be provided directly to the Dealership concerned and/or to:

Mail to: Fines Ford Lincoln Sales & Service Ltd, PO Box 760 Bolton, ON L7E 5T5 Attn.: Katie Fines

Direct Line: 905-857-1252 x401

Email: katie.fines@finesfordlincoln.ca

5.0 Training

The Dealership shall provide training on AODA customer service to all current employees and, in particular, to those providing services and who are involved in the development and approval of customer service policies, procedures and practices.