

AODA - Multi-Year Accessibility Plan

This 2020 - 2025 accessibility plan outlines the policy and actions that **Erin Park** has put in place to improve opportunities for people with disabilities. Accessible formats of this document are available free upon request.

Message from the Owners

Erin Park strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Erin Park is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Erin Park will play its role in making Ontario an accessible province for all Ontarians.

Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Erin Park has completed.

Customer Service

- Erin Park has remained in compliance with the Customer Service Standard. To date, we have not received any feedback on our accessible customer service. Erin Park will provide, on request, accessible customer service or with communication supports to people with disabilities, in a manner that takes into account their disability.

Information and Communications

- Erin Park has communicated with people with disabilities in ways that take into account their disability. Upon request, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Employment

- Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.
- Erin Park is committed to accessible recruitment practices which is included in all job postings.
- Erin Park is committed to fair and accessible recruitment processes for applicants with Disabilities. Please be advised that Erin Park may post some positions where we may not be able to accommodate certain disabilities or impairments.

Strategies and Actions

Customer Service

Erin Park is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. We will continue to follow our Accessible Customer Service Policy.

Information and Communications

Erin Park will continue to provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that takes into account their disability.

Employment

Erin Park is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Erin Park will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Erin Park is committed to accessible recruitment practices and included in all job postings.
- Erin Park is committed to fair and accessible recruitment processes for applicants with Disabilities. Please be advised that Erin Park may post some positions where we may not be able to accommodate certain disabilities or impairments.

Erin Park will continue to 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:

- Requests for accommodation will be sent directly to HR Manager and will require medical.
- Accommodation and return to work plans will be developed based on physician recommendations and business needs up to undue hardship.
- Erin Park is committed to protecting the privacy of the employee requesting accommodation. Specific details regarding accommodation will only be discussed with the Department Manager and HR Manager.
- Individual accommodation plans will be evaluated monthly by the HR Manager and Department Manager. Further medical maybe requested.
- If a request for accommodation is denied, the HR Manager and Department Manager will communicate the decision and reasons directly to employee.

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Erin Park is using performance management, career development and redeployment processes:

- Assess the individual capabilities and evaluate against position job description.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Erin Park takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Provide Online Accessible Customer Service training to all employees that interact with members of the public either face to face or over the phone.
- Accessible Customer Service Procedures are available to all employees through our internal HR system.

Design of Public Spaces

Erin Park meets the Accessibility Standards for the Design of Public Spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps.
- Accessible off street parking.
- Service-related elements like service counters, and waiting areas.

Erin Park will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

For more information

For more information on this accessibility plan, please contact **Priti Zambre** at:

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- Standard and accessible formats of this document are free on request