

GUS REVENBERG KIA ACCESSIBLE CUSTOMER SERVICE POLICY

Intent and Commitment

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Gus Revenberg Kia strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services as we provide to all our customers.

Application and Scope

a) This policy applies to the provision of goods and services at premises owned and operated by Gus Revenberg Kia.

b) This policy applies to employees, agents and/or contractors who deal with the public or other third parties that act on behalf of Gus Revenberg Kia.

c) This policy shall also apply to all persons who participate in the development of Gus Revenberg Kia's policies, practices and procedures governing the provision of goods and services to members of the public.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

- it is clear the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

- A. The Provision of Goods and Services to Persons with Disabilities

Gus Revenberg Kia will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services if this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- considering individual needs when providing goods and services; and
- communicating in a manner that considers the customer's disability.

- B. The Use of Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Gus Revenberg Kia.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

C. The Use of Guide Dogs, Service Animals and Service Dogs

We are committed to welcoming people with disabilities who are accompanied by a service animal. A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

D. The Use of Support Persons

Gus Revenberg Kia is committed to welcoming people with disabilities who are accompanied by a support person. If a customer with a disability is accompanied by a support person, Gus Revenberg Kia will ensure that both persons can enter the premises together and that the customer is not prevented from having access to the support person.

E. Notice of Service Disruptions

Service disruptions may occur due to reasons that may or may not be within the control of Gus Revenberg Kia. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access Gus Revenberg Kia's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- the goods or services that are disrupted or unavailable
- the reason for the disruption
- the anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur, Gus Revenberg Kia will provide notice by:

- posting notices at the point of disruption, at the nearest accessible entrance to the service disruption and/or on the Gus Revenberg Kia website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

Gus Revenberg Kia shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.

Feedback can be submitted to us either verbally (in person or by telephone) or written (mail, fax or email). A feedback form is included on this website – see Gus Revenberg Kia Accessibility Feedback Form.

Customers can submit feedback to:

- Andrej Kljajic, General Manager
- Phone: 519-979-2990 ext. 291
- Fax: 519-979-4551
- Mail: 10080 Tecumseh Road East, Windsor, ON N8R 1A2
- Email: andrej.kljajic@gusrevenbergkia.com

Gus Revenberg Kia will acknowledge feedback in a timely manner that considers the customer's disability.

G. Training

Training will be provided to:

- a) all employees, agents and/or contractors who deal with the public or other third parties that act on behalf of Gus Revenberg Kia and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures governing the provision of goods and services to members of the public.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Gus Revenberg Kia's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Gus Revenberg Kia will provide training as soon as practicable. Training will be provided to new employees, agents and/or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Gus Revenberg Kia will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

H. Notice of Availability and Format of Documents

Public access to the Gus Revenberg Kia Accessibility Policy will be available in alternative formats upon request to the Gus Revenberg Kia Administration department (see below).

Administration

If you have any questions or concerns about this policy or its related procedures, please contact:

Jamie Smith CPA CGA, Controller
Gus Revenberg Kia

10080 Tecumseh Road East,
Windsor, ON N8R 1A2

Phone: (519) 979-2990 ext. 148

Email: jamie.smith@gusrevenberg.com