

4.24 Ensuring Equal Access to Goods and Services for Customers with Disabilities

Policy Statement

Toromont will ensure that our disabled customers have equal access to goods and services across our dealership. This commitment involves:

- Ensuring awareness of disabilities that can potentially impact our customers
- Understanding the different assistive devices that disabled customers may depend on and how those devices may impact their access to goods and services we provide
- Ensuring that we behave in a manner that takes into consideration customer disabilities, such that their access to goods and services is equivalent to that of our non-disabled customers
- That all Toromont employees that deal with customers, or are involved in the provision of Toromont goods and services receive adequate training in the supporting legislation as well as in the appropriate procedures for dealing with these customers
- That this training is refreshed periodically as the legislation changes, and as individual employee roles change
- This policy will be made available and accessible to persons upon request and will be posted on Toromont's internal and external website.

Purpose

The intent of this policy is to ensure that employees at Toromont are aware of the various challenges surrounding customers with disabilities, have knowledge and information surrounding different types of disabilities impacting our customers, and do everything reasonable to ensure that our disabled customers have equal access to goods and services across our dealerships.

Scope

This policy applies to all Toromont employees that have the opportunity to interact with customers in the provision of goods and services to the public.

POLICY: ENSURING EQUAL ACCESS TO GOODS AND SERVICES FOR CUSTOMERS WITH DISABILITIES.

Definitions and Explanations

Disability

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness

- includes diabetes, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical compensation,
- 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 appliance or device

A condition of mental impairment, developmental disability or learning disability

Any injury or disability for which benefits were claimed or received under a provincial insurance plan

Barrier

Anything that keeps someone with a disability from fully participating in all aspects of society because of their disability. Barriers can involve:

- Attitude – the way people think
- Architectural / Structural - relate to design elements of a building
- Information – difficulties in receiving or conveying information
- Technology – technologies can prevent people from accessing information
- Systemic – company policies and procedures can create barriers often unknowingly

Equal Opportunity

People with Disabilities have an opportunity equal to that given to others to access our goods and services

Integration of Services

Service is provided in a way that allows the disabled person to benefit from the same services, in the same place and in the same way as other customers

Assistive Devices:

Those devices utilized by disabled persons in order to improve their functionality. Assistive devices can include canes, wheelchairs, hearing aids, support persons, service animals, and many others.

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Roles and Responsibilities

Employer

It is the responsibility of the Employer, Toromont, to ensure that:

- A policy outlining equal access to goods and services for customers with disabilities exists
- Management supports the implementation of this policy
- The policy is reviewed and modified as required, but not less than annually
- Appropriate training is available to all employees who have the potential to interact with customers or are involved in the provision of goods or services
- A process is in place to collect and respond to feedback on the manner in which Toromont provides goods and services to customers with disabilities

Management

It is the responsibility of all Managers and Supervisors of Toromont employees to ensure that:

- All employees that have the potential to interact with customers or are involved in the provision of goods or services are trained in Disability Awareness Management to ensure equal access for customers with disability
- The issues and challenges with respect to disabled customers are communicated to all employees who have the potential to interact with customers or are involved in the provision of goods or services
- All employees that have the potential to interact with customers or are involved in the provision of goods or services are made aware of this policy and reminded of it on a regular basis
- The process is implemented to collect and respond to feedback on the manner in which Toromont provides goods and services to customers with disabilities and that when feedback is received, it is reviewed and acted upon as required.
- This policy is properly enforced

Employee

It is the responsibility of every employee to:

- Participate in the Disability Awareness Management training course if they have the potential to interact with customers or are involved in the provision of goods or services.
- Use the information supplied in this policy and in the training program to ensure that customers with disabilities have equal access to goods and services
- Follow all procedures outlined in this policy, and referenced in the training program

POLICY: ENSURING EQUAL ACCESS TO GOODS AND SERVICES FOR CUSTOMERS WITH DISABILITIES.

- Determine the appropriate behaviour to best service disabled customers so as to ensure equal access to goods and services.
- Ensure that all customers are aware of the process to submit feedback on customer service, and that when feedback is received that it is delivered to management for review and follow up.

Training Program

Toromont will ensure that training is available to support this policy.

The training program will include the following:

- A review of the purposes of the Act and the requirements of this Regulation
- Instruction on how to interact and communicate with persons with various types of disability.
- Instruction on how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- Information on what to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

If required, instruction will also be provided on how to use equipment or devices available on Toromont's premises or otherwise provided by Toromont that may help with the provision of goods or services to a person with a disability.

The training will be provided to all Toromont employees upon the commencement of their employment with Toromont, and will be refreshed as required. All records of training will be kept, including the dates and names of individuals to whom training is provided, and these records will be available upon request.

This training will be reviewed regularly and revised as needed in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

General Procedures

1. Disabled persons are able to use their own assistive device, service animal or support person to access goods or services or any other measures Toromont offers to enable them to access the goods or services.
2. All Toromont employees should communicate with a disabled person in a manner which takes into account their disability

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3. Any person with a disability will be able to bring their service animal with them into the premises where the public is allowed, except where an animal is otherwise excluded by law from the premises
 4. Toromont will provide notice when facilities or services that people with disabilities use to access goods or services are disrupted
 - a. In the notice, include information about the reason for the disruption, the expected duration and a description of alternate facilities if available
 - b. Place notice in an obvious location on premises, as well as on website, and other key mechanisms for communicating with the public
 5. Toromont will ensure the Customer Service Feedback process is in place in each service location in order to effectively receive and respond to feedback about Toromont's process for providing goods or services to persons with the disabilities.
 - a. If received, any feedback will be delivered to the Health and Safety Department where it will be reviewed.
 - b. The individual giving the feedback will be contacted, if necessary, and the appropriate area of the organization will be engaged as required based on the specific feedback given.
 - c. Action will be taken in response to the feedback as appropriate.
 - d. The process for providing feedback will be made accessible to persons upon request.
 - e. This policy document will be made accessible to persons upon request.
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Document Management

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Approvers Signature:	