

Accessibility for Ontarians with Disabilities

Dow Honda Department Personnel

Dow Honda is committed to excellence in serving all customers including people with disabilities. Each customer will be greeted promptly in a courteous manner. Each customer will be asked “How can they be helped”.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services. Customers’ assistive devices should not

be touched or moved from the customer with out there consent. Every effort should be made to help the customer maintain their independence and dignity.

Communication

We will communicate with people with disabilities in ways that take into account their disability. Ask the customer the best way to communicate with them, remain patient and courteous at all times.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Service animals should not be treated as pets and should not be touched or distracted.

These are working animals and need to stay focused on their job.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- . Fees will not be charged for support persons**

We will notify customers of this through a notice posted on our premises and website.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities [automatic doors, washrooms & ramps], Dow Honda will notify customers promptly. This clearly posted notice will include information about the reason for the disruption,

its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at entrance to the showroom and posted on our website.

Training

Dow Honda will provide training to employees, who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

-Service Advisors

-Parts Advisors

-Parts Manager

-Service Manager

-Fixed Operations Manager

-Sales Managers

-Business Managers

-Sales representatives

This training will be provided to staff as part of their initial training within the first week of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard**
- Completion of online course: Serve-Ability: Transforming Ontario's Customer Service**

- **Dow Honda's plan related to the customer service standard.**
- **How to interact and communicate with people with various types of disabilities**
- **How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person**
- **What to do if a person with a disability is having difficulty in accessing Dow Honda's goods and services**

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Dow Honda provides goods and services to people with disabilities can send an email to info@dowhonda.com with comments.

All feedback, including complaints, will be directed to General Manager, Andrew Bearss.

Customers can expect to hear back within 72 hours.

Notice of availability

Dow Honda will notify the public that our policies are available upon request from the General Manager.

Modifications to this or other policies

Any policy of Dow Honda that does not respect and promote the dignity and independence of

people with disabilities will be modified or removed.