

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Tirecraft Ontario is a compassionate and understanding organization and is committed to excellence in serving all customers including people with disabilities. We recognize the diverse needs of our customer base and members of the public whom may visit our location. In response to these diverse needs we are committed to ensuring our goods and services are provided in an accessible manner.

Tirecraft Ontario is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Tirecraft Ontario understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Service Provider of Choice

Through our Service Provider of Choice core value we will ensure the following:

- Team Members will build relationships with all customers and will offer any customers assistance with carry out or in to the location tires, parts and other items.
- Team Members will assist customers with high / low shelf product placement access to products and services as required.
- Team Members will assist and/or allow customers the use of the telephone for transportation needs (e.g. taxi requests) or provide shuttle services as required.
- Team Members will ensure that the handicapped access and any designated parking is accessible and free of snow and debris.
- Team Members shall provide accessible invoices to all of our customers. Upon request invoices will be provided in formats such as: hard copy, large print, email, etc.
- The Team Members will maintain wet floors to ensure that accessibility is not impeded. Maintain and control obstructions and ensure public areas are free of clutter and debris.
- Team Members will offer any customers the use of chairs when needed or requested.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or locations. We will ensure that our team members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods, services or location.

Communication

Team Members will communicate with people with disabilities in ways that take into account their disability.

This may include:

- Speaking to and looking directly at the person with the disability, not to the person who may be with them.
- Allowing the person extra time to communicate.
- Asking how the person communicates "Yes/No".
- Writing down things if necessary.

- Customers utilizing augmentative and alternative communication systems (AAC), and can include gestures, vocalizations, letter boards and speech generating devices.
- When meeting someone who is blind or has low-vision, the team member will introduce themselves when they start to speak.
- Communication methods vary for each person who is deaf, deafened or hard-of-hearing.
 - Team members will face the deaf person and speak normally but clearly.
 - Team members will be prepared to repeat or re-phrase what you have said.
 - Team members will use note pads when requested to communicate in writing.

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 and would not pose a health and safety risk.

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.

Training for team members

The company will provide training to all team members who interact and provide customer service to the public. This training will be provided to team members within their first month of employment.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The company's accessible customer service policy and integrated accessibility policy.
- 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 the Company's goods and services.
- Team members will also be trained when changes are made to any policy which specifically addresses accessible customer service and integrated accessibility.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or the location for customers with disabilities, the Company will notify customers promptly by posting notices in advance of the disruption. 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.

Services/Facilities include access to the location due to renovations or location building improvements.

The notice will be made publicly available in the following ways:

- Advanced notice will be placed on the entrance to the location
- Communicated to the customer at the time of scheduling work
- Placed on the company website.

Notice of availability of documents

The company will notify the public that documents related to accessible customer service, are available upon request by posting a notice on the company website.

Feedback process

Our goal is to meet and exceed the Customer Service Provider of Choice expectations while servicing customers with disabilities. Comments on our service regarding how well those expectations are being met are welcomed and appreciated.

Customers who wish to provide feedback are invited to complete the Customer Accessibility Feedback Form, or contact the Location Manager directly or may choose to email:

Cheryl DeCooman, CHRL
Director of Human Resources
cdecooman@tirecraft.ca with the subject line “AODA Question”

Customers can expect to hear back within 5 days.

The Company will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Modifications to this or other policies

The Company is committed to developing and updating customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.