

Parkway Motors Hamilton

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2016 to 2021 accessibility plan outlines the policies and actions that Parkway Motors Hamilton will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Parkway Motors Hamilton believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	January 1, 2013
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton will establish and put into practice all accessibility policies as outlined in the AODA (2005). We will review are policies on an annual basis to adhere to any changes or due dates set out in the act. 		
Results:	Complete		
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks	Compliance Deadline:	January 1 st , 2013
Plan to Meet Requirements:	<ul style="list-style-type: none"> At this time Parkway Motors does not have any self-serve kiosks. If there is an issue with payment at the counter in the service department or at reception our staff will work with the customer to complete their transaction with the utmost respect and dignity. 		
Results:	Complete		
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline:	January 1 st , 2014
Plan to Meet Requirements:	<ul style="list-style-type: none"> All new and current employees receive on line training on IASR and the Human Rights code. Parkway Motors Hamilton uses a Third Party to train all new and current employees. 		
Results:	Complete		

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	January 1 st , 2014
Plan to Meet Requirements:	<ul style="list-style-type: none"> Directions on how to provide feedback to Parkway Motors Hamilton will be posted on Upper James Toyota, Red Hill Toyota and Parkway Nissan's website. At this time only one type of format is available to provide feedback however if additional formats are needed they will be provided with no cost to the customer within 14 business days. We will always try to provide the best format for the consumer in the smallest amount of time. 		
Results:	Complete		
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	January 1 st , 2015
Plan to Meet Requirements:	<ul style="list-style-type: none"> All policies and procedures will be provided to you in accessible format within 14 business days of the request from the customer. No cost to the customer will be incurred. We will work directly with the customer to provide the best accessible format within a timely and effective manner. Please be aware that information provided by a third party (e.g. – Vehicle brochures) will not be available in accessible format however our staff would be happy to help in any way they can to provide the information taking in consideration the customers disability. 		
Results:	Complete		
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> The information regarding Parkway Motors Hamilton evacuation procedures, floor plans, health and safety are for internal use only and are not made available to the public. However our Fire Safety Plan for Red Hill Toyota, Upper James Toyota and Parkway Nissan will be provided for the customer to review within the property of the Dealership. The Fire Safety Plan will not be in accessible format. Our employees will gladly convey the information to the customer taking into consideration their disability. 		
Results:	Complete		
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	January 1, 2014
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton does not have plans to refresh 50% or more of content on our websites. Any plans to refresh the company websites will then adhere to the WCAG 2.0 level AA working with a third party company. 		
Results:	On-going		

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton has established best practices for recruitment, assessment and selection processes for employees. Parkway Motors Hamilton will notify applicants when they are called for an interview about the availability of accommodations during the recruitment process. 		
Results:	Complete		
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton will inform all employees of their policies for supporting employees with disabilities. The information will be given to each employee to review and then have them sign an acknowledgment of the policy. All new hires will be informed upon hire. 		
Results:	Complete		
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton will gladly provide accessible formats to and communication supports for employees upon request. When the company is informed of the employees disability 		
Results:	Complete		
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton will create an individualized workplace emergency response form for employees who have a disability and require accommodation/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability. 		
Results:	Complete		
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton will create an individual accommodation plan for any employee for which they have been made aware has a disability. The employee will be included in the development of the plan. The plan will be reviewed when there is a change in the employee's disability or job. 		
Results:	Complete		

Accessibility Requirement:	Return to work process	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton will develop and put into place a return to work process for its employees who have been absent from work due to a disability or illness in order to return to work. The return to work process will be documented. 		
Results:	Complete		
Accessibility Requirement:	Performance management process	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> All employees will be treated with respect and consideration when dealing with all performance based evaluations. Parkway Motors Hamilton will work with all employees with the goal of facilitating employee success. 		
Results:	Complete		
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organization or to take on new responsibilities in their current position. If the employee has an accommodation plan in place it will be updated to accommodate the new position or new responsibilities. 		
Results:	Complete		
Accessibility Requirement:	Redeployment	Compliance Deadline:	January 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> In the event that Parkway Motors will employ a redeployment process, it will consider the accessibility needs of the employee with disabilities when moving them to other positions. 		
Results:	Complete		

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton has developed and implemented policies in regards to the provision of goods, services, or facilities to persons with disabilities. These policies will be reviewed annually and are posted on our website. 		
Results:	Complete		

Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	July 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Parkway Motors Hamilton has prepared all documents describing the policies and copies will be available on request. All customers can request a copy at the reception desk at Red Hill Toyota, Upper James Toyota and Parkway Nissan. Customers may also request a copy through contacting the designated person that is listed on the website. 		
Results:	Complete		
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> • All service animals are welcome on Parkway Motors Hamilton properties. All employees will be trained on how to deal with a person with a disability and their service animals. 		
Results:	Complete		
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> • All persons with disabilities and their support persons are welcome on Parkway Motors Hamilton premises. 		
Results:	Complete		
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline:	July 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Parkway Motors Hamilton will always consult first with the customer with the disability in regards to their support person. It is up to the customer how they would like the support person to be a part of their transaction with our goods and services. 		
Results:	Complete		
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Parkway Motors Hamilton will post notice of any temporary disruption to services on both our website and in the entry points of the dealership. We will also contact customer's by phone, email or any other format that best suits their abilities to inform them of the disruption. A copy of the document on temporary disruption of services will be provided to the customer on request. 		

Results:	Complete		
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	July 1 st , 2016
Plan to Meet Requirements:	<ul style="list-style-type: none"> All new staff and current staff are trained in regards to all AODA requirements. Training is reviewed annually and any new legislation will be passed onto our employee's. Parkway Motors Hamilton uses a third party to provide online training. 		
Results:	Complete		
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> All of the records of training are kept on site of each dealership and will be provided by request only. 		
Results:	Complete		
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> Parkway Motors Hamilton has prepared a policy on training and this document is available by request and is also available on our website. 		
Results:	Complete		
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline:	January 1 st , 2012
Plan to Meet Requirements:	<ul style="list-style-type: none"> Our feedback process is found in our AODA/IASR policy which is found on our website. All of our documents regarding our policies are available to the public on request. These documents are available in an accessible format within 14 business days of when the request was made. We will work with the customer to take into consideration their disability and provide them with the information to them in a timely manner. 		
Results:	Complete		

Review and Update

This document was created on September 23, 2016 and must be reviewed and updated by September 23, 2021.