

# S.DILAWRI

Automotive Group

## AODA Providing Goods and Services to People with Disabilities Policy

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### Statement of Commitment to Accessibility

January 1<sup>st</sup>, 2018

S. Dilawri Automotive Group is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

S. Dilawri Automotive Group understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, S. Dilawri Automotive Group is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact the Human Resources Department at [hr@dilawricanada.com](mailto:hr@dilawricanada.com).

Sincerely,

**Shiv Dilawri**  
**President**  
**S. Dilawri Automotive Group**

### Our Mission:

S. Dilawri Automotive Group is dedicated to customer service excellence. Our services are delivered in a way to support all our valued customers with the inclusion and integration of people with disabilities.

### Our Commitment:

While providing goods and services to customers with disabilities, S. Dilawri Auto Group shall follow the principles of dignity, independence, integration and equal opportunity.

## **Providing Goods and Services to People with Disabilities:**

### **1. Communications**

- While communicating with people with disabilities, we will take the greatest care to ensure we are taking into account their disability. We will train our staff to use appropriate words that demonstrate acceptance and inclusion.

### **2. Notice of Temporary Service Disruptions**

- We will make reasonable effort to provide guests and suppliers with notice of Temporary Disruption in the facilities or services usually used by people with disabilities.
- We will include the reason for disruption, length, and description of alternative services if possible. The signs and notices will be placed at all public entrances where applicable.

### **3. Assistive Devices**

- We will train our staff to be aware and familiar with assistive devices that may be used by those customers with disabilities. Ex. wheelchair, walker, oxygen tank, screen reader, hearing aids.
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- All of our locations are wheelchair accessible and have implemented some assistive devices such as adjustable desk/workstation, automatic door opener and wheelchair accessible washrooms. Our staff are informed that assistive devices are available and will offer to customers when needed. If other assistive devices are acquired in the future, we will provide our staff with further training.

### **4. Service Animals and Support Persons**

- We welcome those individuals who are accompanied by a service animal or support person. All areas that are open to the general public will be accessible. There will be no charge to customers accompanied by a support person.
- We will train our staff about guide dogs and service animals, and how to interact with a customer who uses a service animal. Our staff is aware that the service animal is a working animal and not to approach it, especially without permission or with food.

### **5. Training of Employees**

- Training will be provided to people that develop the accessibility policy.
- We will train our staff on types of disabilities and what to do if the customer with a disability is having difficulty accessing goods and services. Our staff will acknowledge that all customers have their own specific needs and preference. Our staff will ask our customer with a disability how we can help him/her access our goods and services.

- Training will be provided for all existing employees, and ongoing for new employees in connect with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. New employees will be provided with people with disability training as part of new employee package, and all training will be tracked.

## **6. Feedback Process and Questions**

- Feedback and questions are welcomed regarding how S. Dilawri Auto Group provides services to people with disabilities; comments on our services regarding how well those expectations are met can be submitted to:

Human Resources Department  
S. Dilawri Automotive Group  
2575 Bank Street  
Ottawa, ON K1T 1M8  
Tel: 613-688-4208  
Email: [hr@dilawricanada.com](mailto:hr@dilawricanada.com)

Alternatively, guests and suppliers can speak to a staff member or write comments to the Human Resources department. All feedback will be duly considered by Human Resources, and will be responded to within five (5) business days.

## **7. Modifications to this or Other Policies**

We will develop 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.

Documents are available to the public upon request. In addition, they can be available in accessible formats upon request.