John Dawe
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Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Derouard Motor Products Ltd is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are 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.

Communication

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

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.

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

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (ie. Utility outage or scheduled maintenance causing lack of access to power, lighting, telecommunications, and/or restrooms), Derouard Motor Products Ltd 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 our main entrance locations.

Training

Derouard Motor Products Ltd will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people

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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 and Service Manager
- Reception & Administration
- Sales Consultants
- Financial Services Manager
- Sales Manager
- General Manager
- Shop Manager (Fix Auto)

This training will be provided to staff within 30 days of hiring.
Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Derouard Motor Product Ltd'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 Derouard Motor Products Ltd'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 Derouard Motor Products Ltd provides goods and services to people with disabilities can e-mail **WIL@DEROUARD.CA** or call 467-4465.
All feedback, including complaints, will be handled directly by the President, Wil Derouard.
Customers can expect to hear back in 30 days if not dealt with immediately upon first contact.

Notice of availability

Derouard Motor Products Ltd will notify the public that our policies are available upon request by visiting our website at www.derouard.ca , click the 'Dealership' link, then the 'Public Policies' link.

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Modifications to this or other policies

Any policy of Derouard Motor Products Ltd that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.