



Accessibility Plan and Policies for Lakehead Motors

This 2014-21 accessibility plan outlines the policies and actions that Lakehead Motors will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Lakehead Motors is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Lakehead Motors is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Lakehead Motors will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Lakehead Motors will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

- Training had been established and implemented

Information and Communications

Lakehead Motors is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Lakehead Motors will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**.

- As per the guide lines. Our websites are compliant with the WCAG 2.0 Level A standards

Lakehead Motors will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- aodafeedback@lakeheadmotors.com

Lakehead Motors will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- Policies will be made available to the public upon completion

Lakehead Motors will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

Employment

Lakehead Motors is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested.

Lakehead Motors will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

Lakehead Motors will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if **Lakehead Motors** is using performance management, career development and redeployment processes.

- Assess each situation on an individual basis and reflect accommodations accordingly

Lakehead Motors had taken steps to prevent and remove other accessibility barriers.

Design of Public Spaces

Lakehead Motors will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Lakehead Motors will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan, please contact Kathryn Luretig at:

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Email: aodafeedback@lakeheadmotors.com

Accessible formats of this document will be made available free upon request.