



Accessibilities for Ontarians with Disabilities Standard

Objective

This Standard confirms CAA North & East Ontario strives at all times to provide services and goods in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services in the same place and in a similar way as other customers.

Standard Statement

CAA North & East Ontario is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. All staff who use assistive devices to communicate with members will receive training on their operation.
- We will provide fully accessible telephone service to our members.
- To the extent it is possible, our website shall be constructed to allow screen readers and interactive software which enhance accessibility to web services to work with it in order to make the content as accessible as possible to all CAA NORTH & EAST ONTARIO members.
- Invoices to customers will be provided in an accessible format upon request. Where requested we will answer any questions Members may have about the content of their invoice by phone, in person or by email.

Assistive Devices and Service Animals

- To the extent that it is possible and safe for all persons involved, service animals will be welcomed at all CAA North & East Ontario premises. CAA NORTH & EAST ONTARIO is committed to servicing people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

Notice of Temporary Disruption

- CAA North & East Ontario will provide members with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

Feedback

The ultimate goal of CAA North & East Ontario is to provide exceptional service to all Members. Comments on our services regarding but not exclusive to our ability to meet or surpass the requirements of Members with disabilities are welcome and appreciated. Feedback can be provided verbally to staff



or Management, by email or submitted with a feedback survey (completed by the member or their designate).

Roles and Responsibilities

Employees: All employees must complete mandatory training in regards to accommodating members with disabilities.

Managers:

- Provide training in use of assistive devices as required.
- Ensure public is notified appropriately of disruption in services
- Collect and review feedback regarding accessibility for disabled persons

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Feedback Survey - CAA randomly solicits feedback from Members regarding their user experience. Feedback is used to rank CAA Automotive Services and Travel divisions by club, within Canada and across North America. Members are invited to make comments or be contacted regarding any aspect of service received, including accommodation and accessibility issues.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or



- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Applicability

- This Standard applies to the provision of goods and services at premises owned and/or operated by CAA North & East Ontario.
- This Standard applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of CAA North & East Ontario , including when the provision of goods and services occurs off the premises of CAA North & East Ontario , such as at an information session or trade show. CAANEO cannot require adherence to this policy by suppliers of travel products, but will endeavor to provide information to Members regarding suppliers who can accommodate them appropriately.
- The section of this Standard that addresses the use of service animals only applies to the provision of goods and services that take place at premises owned and/ or operated by CAA North & East Ontario.

Forms and References

References:

- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#)
- [Workplace Safety and Insurance Act, 1997](#)
- [Ontario Human Rights Code, 1990](#)
- [Canadian Transportation Agency](#)

Forms:

- [CAA Travel Survey](#)

Procedures

Communication

- Staff will communicate with people in ways that take into account their abilities and limitations



- All staff should be prepared to communicate with a member in the manner which best serves them by being clear and respectful.
 - All staff shall have paper and pen/pencil available at all times to facilitate communication
- Members who are hearing impaired shall be communicated with using a third party relay service (reference procedure)
- Bills shall be made available in a format which is accessible to the member upon request. These formats may include large print or email.
 - Questions regarding billing will be handled in person at any CAA NORTH & EAST ONTARIO storefront location or Head Office; by telephone or mail (email or regular).

Assistive Devices

- CAA North & East Ontario does not provide assistive devices for Members or the public, but may make use of them internally to assist with providing service to a disabled person.
 - Staff using assistive devices will be fully trained and proficient in their use
- Assistive devices are permitted on CAA North & East Ontario premises, and CAA North & East Ontario vehicles to the extent they can be accommodated safely.
- Where an assistive device cannot be safely accommodated in a vehicle CAA North & East Ontario staff will remain with the Member until alternative transportation has been arranged and they are safely taken care of.
- No staff will interfere with an assistive device or service animal without the permission of the owner/user

Support Persons and Service Animals

- Support persons are welcomed at CAA North & East Ontario
- When providing travel advice/planning staff will endeavor to include information pertaining to any accommodation (financial or otherwise) CAA North & East Ontario partners provide for Support persons and Service Animals.
- Service animals are permitted on CAA North & East Ontario premises
 - CAA North & East Ontario staff should ask if there is anything the animal requires i.e. water etc. if possible
- No staff will interfere or interact with a service animal without the permission of the owner/user
- Service animals are allowed to accompany their owners in company owned/ operated vehicles unless in doing so, it would endanger the health of the driver due to a pre-existing condition.
- Where a CAA North & East Ontario staff member cannot tolerate close proximity to a service animal, they should inform their management / dispatch who will make arrangements for alternative service provision and / or transportation. Drivers who cannot accommodate a service animal should remain on scene in their vehicle until the alternative transportation arrives.

Notice of Temporary Disruption

- CAA North & East Ontario will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice shall include the reason for the disruption, its anticipated duration and direction to alternatives if applicable. Notice shall be posted on the door of any commercial store affected.



Training

- All CAA North & East Ontario staff are required to complete training administered and monitored through the Learning Journey (Learning Management System), on accommodating customers with disabilities. All staff will familiarize themselves with the procedures and standards which apply to accommodation and accessibility for persons with disabilities and confirm this annually through the policies and procedures sign off form associated with the performance management process.
- Ongoing training will be provided to apprise staff of new information and remind them of best practices in the forms of:
 - 'Key Message Reminders' posted on the intranet
 - Updates during staff meetings
 - Short online and in person training session regarding dealing with specific disabilities

Feedback

- The goal of CAA North & East Ontario is to meet and exceed the expectations of all customers. To that end, we strongly encourage all customers to respond to feedback survey requests. Customer satisfaction surveys are administered through a third party whom CAA North & East Ontario shall work closely with to the extent they can, to ensure accessibility. Members are encouraged to notify us if they would like their survey delivered verbally through the third party or an alternative, which has been subcontracted to administer member satisfaction surveys.
- Surveys may be physically completed on behalf of the Member by a support person or designate as requested and directed by the Member.
- CAA North & East Ontario will follow up on feedback and report back as requested or required. We will strive to be fully accountable in our dealings with all Members.

Version Control and Change History (Heading 1)

Version No.	Effective Date	Changed by	Approved by	Comments
1.				
2.				



Acknowledgment and Agreement

I, _____ (Employee Name), acknowledge that I have read and understand the **CAA North & East Ontario's AODA Standard**. I agree to adhere to this agreement in its entirety and will ensure that employees working under my direction adhere to this Policy. I understand that if I violate the rules set forth in this Policy, I may face legal, punitive, or corrective action up to, and including, termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____