



Auto ShackTM



AutoShack Auto Parts Accessibility Plan & Policies

December 2023

Contents

Statement of Commitment to Accessibility	2
Accessibility Policies:.....	2
Accessibility Plan:.....	2
Employee Training:	3
Accessible Emergency Information:.....	3
Accessibility Standards for Customer Service:.....	3
Accessibility Standards for Information and Communication:	3
Accessibility Standards for Employment:	3
Accessibility Standards for the Design of Public Spaces:.....	4
Workplace Joint Health & Safety Committee's Role:.....	4
AutoShack Multi-Year Accessibility Plan.....	5
Introduction:	5
Consultation Process:.....	5
Resource Allocation:	5
Responsibility Assignment:	5
Timeline and Compliance:.....	5
Key Initiatives:.....	6
1. Contact Center Phone System Upgrade:	6
2. Website Accessibility Improvements:.....	6
3. Employee Training and Awareness:.....	6
4. Monitoring and Feedback:.....	6
Public Accessibility Plan:	6

Statement of Commitment to Accessibility

AutoShack is committed to ensuring equal access and participation for people with disabilities. We are dedicated to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities in a timely manner by removing and preventing barriers to accessibility and meeting our obligations under Ontario's accessibility laws.

Accessibility Policies:

- Customer Service: AutoShack will provide training to employees who interact with customers or other third parties to ensure they provide service in an accessible manner. We will consider individual needs and provide alternative means of communication upon request.
- Information and Communication: We are committed to providing information and communication materials in accessible formats upon request. We will consult with individuals with disabilities to determine their information and communication needs.
- Employment: AutoShack practices fair and accessible employment practices. We accommodate people with disabilities during the hiring process and throughout their employment as needed.
- Design of Public Spaces: We will consider accessibility for people with disabilities when designing, procuring, or acquiring new or redeveloped public spaces.
- Feedback Process: Feedback regarding the way AutoShack provides goods and services to people with disabilities can be made by email, phone, or in person. We will acknowledge feedback within 5 business days and provide a response in a format that is accessible to the complainant.

Accessibility Plan:

- Short-term Goals (Year 1-2): Implement initial training programs, establish a feedback process, and begin accessibility audits of public spaces.
- Medium-term Goals (Year 3-4): Review and update public spaces based on audits, refine training programs, and improve information and communication systems.

- Long-term Goals (Year 5+): Continuously update training, ensure all public spaces meet accessibility standards, and maintain updated and accessible communication systems.

Employee Training:

All employees, volunteers, and others who interact with the public or other third parties on behalf of AutoShack will receive training that includes:

- Understanding Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities.
- Certification through WorkSiteSafety.ca's online course "Accessibility for Ontarians with Disabilities Act (AODA)."
- Mandatory training for all necessary staff, including orientation for new employees and regular refresher training.

Accessible Emergency Information:

AutoShack will provide employees and customers with disabilities with individualized emergency response information when necessary.

Accessibility Standards for Customer Service:

AutoShack will strive to ensure that its customer service policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

Accessibility Standards for Information and Communication:

AutoShack will work to ensure that its information and communication systems are accessible to people with disabilities.

Accessibility Standards for Employment:

AutoShack will implement practices to support the employment of people with disabilities, including recruitment, accommodation, and return-to-work processes.



AutoShack
201 Iber Road
Stittsville, ON K2S 1E7
(613) 836-7631

Accessibility Standards for the Design of Public Spaces:

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

Workplace Joint Health & Safety Committee's Role:

The Workplace Joint Health & Safety Committee at AutoShack will include the responsibilities of overseeing and implementing the AODA standards and ensuring compliance across the organization.

This document is intended to outline AutoShack's commitment and approach to achieving accessibility for all, including individuals with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) 2005.

AutoShack Multi-Year Accessibility Plan

Introduction:

AutoShack is committed to excellence in serving all customers, including people with disabilities. Our multi-year accessibility plan outlines the steps we are taking to improve accessibility for our customers and employees.

Consultation Process:

- Engage with individuals with disabilities and accessibility experts to gather input and feedback.
- Conduct regular meetings with our internal accessibility committee.
- Utilize customer feedback mechanisms to understand areas needing improvement.

Resource Allocation:

- Assign a dedicated team for the implementation of accessibility initiatives.
- Allocate budget for technological upgrades and staff training.
- Utilize internal IT and customer service teams for ongoing support and maintenance.

Responsibility Assignment:

- The IT Department will lead the upgrade of the contact center phone system and website.
- The Human Resources Department will oversee employee training and awareness programs.
- The Marketing Department will ensure all communications are accessible.

Timeline and Compliance:

- Year 1-2: Implement initial upgrades to the contact center phone system and website, focusing on ease of use and accessibility features.
- Year 3-4: Review and enhance accessibility features based on feedback, ensuring compliance with AODA standards.

- Year 5+: Continuously update technology and training to maintain and improve accessibility.

Key Initiatives:

1. Contact Center Phone System Upgrade:

- Implement an interactive voice response (IVR) system with accessible features.
- Offer alternative communication methods such as email, chat, and text messaging.
- Train staff on how to effectively communicate with customers who have various disabilities.

2. Website Accessibility Improvements:

- Ensure the website complies with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Regularly test the website with users with disabilities to identify and fix accessibility barriers.
- Create accessible digital content, including alternative text for images and accessible navigation.

3. Employee Training and Awareness:

- Conduct regular training for employees on AODA standards and best practices in accessibility.
- Develop internal resources and guidelines to promote a culture of inclusivity.
- Include accessibility as a part of new employee onboarding.

4. Monitoring and Feedback:

- Establish a process for regular monitoring and reporting on accessibility initiatives.
- Encourage feedback from employees and customers on accessibility improvements.
- Adjust plans and initiatives based on feedback and new developments in accessibility standards.

Public Accessibility Plan:



AutoShack
201 Iber Road
Stittsville, ON K2S 1E7
(613) 836-7631

- This multi-year accessibility plan will be made available to the public via our website.
- We will provide this plan in an accessible format upon request.