

LEWIS MOTOR SALES

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Lewis Motor Sales 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 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 in the areas 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Lewis Motor Sales** 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 **the main entrance to the building.**

Training for staff

Lewis Motor Sales will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Managers
- Customer Service Staff
- Administrative Personnel
- Salesmen

This training will be provided to staff **upon joining**.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Lewis Motor Sales** accessible customer service plan.
- 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 **Lewis Motor Sales** 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 **Lewis Motor Sales** provides goods and services to people with disabilities can **send an email to Rebecca Rogers (rebecca@lewismotorsinc.com)**. All feedback will be directed to **Rebecca Rogers**. Customers can expect to hear back within **30 days**. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of **Lewis Motor Sales** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.