
AODA Accessibility Policy

Introduction:

All goods and services provided by Leggat Auto Group shall follow the principles of dignity, independence, integration, and equal opportunity. Leggat Auto Group will remain compliant with AODA requirements, including a renewal of our accessibility plan as required.

1. Accessibility

Policy Statement:

Leggat Auto Group is committed to treating all people in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to preventing and removing barriers to accessibility in a timely manner.

Accessibility is about challenging our attitudes and beliefs about disabilities and recognizing the value and contributions that people with disabilities can make to our workplaces, communities and economy.

For the purpose of this policy the following definitions will apply:

- Accessibility – accessibility is the act of removing barriers and increasing inclusion and independence for all persons. This allows all people to take part in and contribute to their communities through work, play and other daily activities.
- Assistive device – 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, or reading.
- Disability – The term disability 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

- Guide dog – A highly trained working dog that has been trained to provide mobility, safety, and increased independence for people who are blind.
- Service animal – 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 their 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.
- Service dog – A dog other than a guide dog for the blind is a service dog if:
 - It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
 - The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.
- Support person – A support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Practices and Measures:

This policy addresses the following:

- The provision of goods and services to persons with disabilities.
- The use of assistive devices.
- The use of guide dogs, service animals, and service dogs.
- The use of support persons.
- Notice of service disruptions.
- Customer feedback.
- Training; and
- Notice of availability and format of required documents.

2. Provision of Goods and Services to Persons with Disabilities

Policy Statement:

Leggat Auto Group will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

Practices and Measures:

As a dealership Leggat Auto Group expects all staff to participate in:

- Ensuring that all customers receive the same value and quality.

- Allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods and services, if this does not present a safety risk.
- Using alternative methods, when possible, to ensure that customers with disabilities have access to the same services in the same place and in a similar manner.
- Considering individual needs when providing goods and services; and
- Communicating in a manner that considers the customer's disability.

Leggat Auto Group shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.

Feedback Process

Customers are encouraged to provide feedback about the accessibility of our goods, services, facilities, and customer service. Feedback may be submitted by email to hello@lag.ca. To help us direct and respond to feedback promptly, customers are asked to include the dealership name and location and use "AODA Feedback" as the email subject line.

All accessibility feedback will be acknowledged within 5 business days of receipt. The acknowledgement will confirm the feedback has been received and, where appropriate, provide information about any actions taken or planned in response to the concerns or complaints raised. Where additional time is required to review or respond to feedback, the customer will be advised of the delay and, where possible, provided with an expected response date.

Documents

Leggat Auto Group is committed to providing an accessible and inclusive environment. Our accessibility policies and Multi-Year Accessibility Plan are available to the public. A copy of our most recent Accessibility Compliance Report is available upon request.

Leggat Auto Group will notify customers that documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Leggat Auto Group, the dealership's website, or any other reasonable method. Notification will include information about the feedback process.

3. Assistive Devices and Service Animals

Policy Statement:

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Leggat Auto Group. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Policies prohibiting pets on the premises do not apply to guide dogs, service animals, or service dogs. A customer with a disability who is accompanied by guide dog, service animal, or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

Recognizing a Guide Dog, Service Dog, or Service Animal

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 and third parties. If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Leggat Auto Group may request verification from the customer.

Verification may include a:

- Letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.
- Valid identification card signed by the Attorney General of Canada; or
- Certificate of training from a recognized guide dog or service animal training school.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

Some service animals are present to provide confidence and mental health support to their owner, please ensure that if you are requesting verification of a service animal, that you do so in a calm, non-accusatory manner and that the request for verification is necessary

Care and Control of the Animal

The customer who is accompanied by a guide dog, service dog, or service animal is responsible for maintaining care and control of the animal at all times.

Allergies

If a health and safety concern presents itself (for example, in the form of a severe allergy to the animal) Leggat Auto Group will make all reasonable efforts to meet the needs of all individuals.

4. Support Person

Policy Statement:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Practices and Measures:

If a customer with a disability is accompanied by a support person, Leggat Auto Group will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer prior to discussing confidential information in the presence of a support person. Where applicable, legal documentation indicating the role of the support person will be deemed as written consent.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, Leggat Auto Group will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

5. Disruption of Service to Customers with Disabilities

Policy Statement:

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Leggat Auto Group. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Leggat Auto Group goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Practices and Measures:

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Anticipated duration; and

- A description of alternative services or options.

When disruptions occur, Leggat Auto Group will provide notice by any or all of the following means:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, and/or on the Leggat Auto Group website.
- Contacting customers with appointments.
- Verbally notifying customers when they are making a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.

6. Accessibility Training

Policy Statement:

Leggat Auto Group is committed to training all staff in accessible customer service, Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

This policy outlines the dealership training mandate and provisions.

Practices and Measures:

Training will be provided to:

- All employees who deal with the public or other third parties that act on behalf of; and
- Those who are involved in the development and approval of customer service policies, practices, and procedures.

Regardless of the format, training will cover the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2025
- Instructions on how to interact and communicate with people with various types of disabilities.
- Leggat Auto Group's Customer Service Standards
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices.
 - Require the assistance of a guide dog, service dog, or other service animal; or
 - Require the use of a support person
- Instructions on how to use equipment or devices that are available at our premises or that we provide which may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Leggat Auto Group's policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

Leggat Auto Group will provide training as soon as practicable after hiring or implementation of a program or process. Training will be provided during orientation to new employees who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures, or practices.

Leggat Auto Group will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

7. Notice of Available Documents

Policy Statement:

Leggat Auto Group notifies the public that documents related to accessible customer service are available upon request at our reception desk.

Practices and Measures:

Leggat Auto Group will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support.

8. Employment

Policy Statement:

Leggat Auto Group is committed to ensuring the recruitment and selection process meets all accessibility requirements.

Practices and Measures:

Leggat Auto Group will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We will notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We will consult with the applicants and provide or arrange suitable accommodation.

We will notify successful applicants of policies to accommodate employees with disabilities when making offers of employment.

Employees are notified that support is available for those with disabilities as soon as practicable after they begin their employment. Updated information will be provided to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

Consultation with employees will occur when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication support specifically for:

- Information that is needed in order to perform the employee's job; and

- Information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

- We will review the individualized workplace emergency response information:
 - When the employee moves to a different location in the organization.
 - When the employee's overall accommodations needs or plans are reviewed; and
 - When the employer reviews its general emergency response policies.

A written process will be used to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

9. Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queueing lines and waiting areas

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

10. Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

11. Employee Expectations

Policy Statement:

Leggat Auto Group expects that employees will assist in the fulfillment of responsibilities under this policy manual and all applicable laws. Leggat Auto Group recognizes that both the employer and the employee have obligations in maintaining a safe, compliant, and fair workplace. Leggat Auto Group recognizes that the [Accessibility for Ontarians with Disabilities Act](#) is continually evolving and will ensure that it's managers and employees remain current on the expectations.

Practices and Measures:

For specific enquiries or details related to your individual situation, or customer questions can be directed to the General Manager, Human Resources Representative or by reviewing the appropriate legislation.