

Accessibility for Ontarians with Disabilities - Policy

1.1 Purpose:

This policy establishes practices and procedures for the provision of goods and services to people with disabilities. **Performance Kia** recognizes its obligations under the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (the "Standard"), and enforces the following policy to ensure that all customers, including those with disabilities, have access to goods and services Performance Kia offers.

1.2 Scope:

This policy applies to all areas of Performance Kia that interact with and provide goods and services to the public in Ontario.

1.3 Definitions:

Disability – Means, as defined in Section 2 of the "AODA":

- a) "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,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."

Service Animals – means, as defined in Section 4(9) of the Customer Service Standard:

"an animal is a service animal for a person with a disability:

- a) if it is readily apparent that the animal is used by the person for reason relating to his or her disability, or
- b) 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 – means, as defined in section 4(8) of the Customer Service Standard:

"a support person means, in relation to a person with a disability, another person who

accompanies him or her in order to help with the communication, mobility, personal care or medical needs or with access to goods or services."

1.4 General:

Company commitment

Performance Kia strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Performance Kia is also committed to giving people with disabilities the same opportunity to access its goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Use of service animals and support persons

Performance Kia is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties.

Where a person with a disability is accessing the Companies goods or services must be accompanied by a support person, we will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

Assistive devices

We will accommodate the use of personal assistive devices needed to access our goods and services.

Admission fees

If we charge an admission fee in connection with a support person's presence at an event or function on our premises, we will ensure that notice is given in advance about the amount, if any, that is payable in respect of the support.

Notice of temporary disruption

Performance Kia 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 will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. All disruption notices can be found on Performance Kia's website (www.performancekia.ca) and will also be posted at the main entrance.

Training for employees

Performance Kia will provide training to all employees who deal directly with the public, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided to staff within the first week from the date of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Performance Kia**'s 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
- How to use equipment available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing **Performance Kia**'s 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 **Performance Kia** provides goods and services to people with disabilities can do so via our website at www.performancekia.ca, or speak directly to any Performance Kia Management Staff.