



## Valet Car Wash Accessibility Policy

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### POLICY STATEMENT

VALET CARWASH is committed to providing accessible customer service to all of its customers. The objective of the policy is to meet the requirements in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07). All goods and services provided by Valet Car Wash shall follow the principles of Dignity, independence, integration and equal opportunity.

### INFORMATION GUIDELINES

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. This Regulation establishes other persons or organizations that provide goods and services to members of the public. Designated public sector organizations, including Valet Carwash, must comply with this standard as of January 1, 2010.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of good and services to persons with disabilities; and
- Notice of availability and format of documents.

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This policy is supported by procedures which outline the detailed processes and accommodations pursuant to this policy. The supporting procedures include the following:

- Procedures for Customer Service and the Use of Assistive Devices
- Procedures for the Use of Service Animals
- Procedures for the Use of Support Persons
- Procedures for Providing Notice of Temporary Disruptions
- Procedures for Receiving Feedback

## **OPERATING PROCEDURES**

### ***Communication with Customers with Disabilities***

When communicating with a customer with a disability, Valet Car Wash will do so in a manner that takes into account the customer's disability. This may mean providing information in an alternate format such as large print, or it may mean sending an electronic copy of a document that can be read with a screen reader, for example.

### ***The Provision of Goods and Services to Customers with Disabilities***

Valet Car Wash will use reasonable efforts to ensure that the provision of its goods and services are consistent with the following principles:

- Valet Car Wash's goods and services are provided in a manner that respects the dignity and independence of customers with disabilities;
- The provision of Valet Car Wash's goods and services to customers with disabilities are integrated with those provided to customers who do not have disabilities wherever possible and practical given any situation.
- Customers with disabilities are given an opportunity equal to that of customers without disabilities to obtain, use or benefit from Valet Car Wash's goods and services wherever possible.

A customer with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Valet Car Wash's goods and services. Exceptions may occur in situations where Valet Car Wash has determined that the assistive device may pose a risk to the health and safety of a customer with a disability or the health and safety of others.

In these situations and others, Valet Car Wash may offer a customer with a disability other measures to assist him or her in obtaining, using and benefiting from Valet Car Wash's goods and services, where Valet Car Wash has such other measures available.

It is the responsibility of the customer with a disability to ensure that his or her assistive devices are operated in a safe and controlled manner at all times.

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## ***Service Animals***

Where Valet Car Wash provides goods and services, customers with a disability may enter premises owned and/or operated by Valet Car Wash, accompanied by a service animal and may keep the service animal with them if the public has access to such premises and the service animal is not otherwise excluded by law. If a service animal is excluded by law, Valet Car Wash will use reasonable efforts to ensure that alternate means are available to enable the customer with a disability to obtain, use or benefit from Valet Car Wash's good and services.

If it is not readily apparent that the animal is a service animal, Valet Car Wash may ask the customer with a disability for a letter from a physician or nurse confirming that the customer requires the service animal for reasons relating to his or her disability.

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

If a health and safety concern presents its self, for example in the form of a severe allergy to the animal, Valet Car Wash will make all reasonable efforts to meet the needs of all individuals.

## ***Support Persons***

Valet Car Wash, where it provides goods and services, will ensure that a customer with a disability may enter premises owned and/or operated by Valet Car Wash with a support person and have access to their support person while on the premises.

At times, Valet Car Wash may require that a customer with a disability be accompanied by a support person while on the premises, where it is deemed necessary to protect the health and safety of the customer with a disability or the health and safety of others on the premises. Fees are not charged for the attendance of a support person.

## ***Notice of Temporary Disruptions in Services and Facilities***

Valet Car Wash is aware that the operation of certain services and facilities is important to customers with disabilities. However, temporary disruptions in services and facilities may occur due to reasons that may or may not be within Valet Car Wash's control or knowledge

Valet Car Wash will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. Valet Car Wash will make reasonable effort to provide prior notice of planned disruptions, recognizing that in some circumstances such as in the situation of an unplanned temporary disruption, advance notice will not be possible. In such cases, Valet Car Wash will provide notice as soon as possible.

When temporary disruptions occur to Valet Car Wash's services and/or facilities used by customers with disabilities, Valet Car Wash will provide notice by posting the information in visible places, or on Valet Car Wash's website, or by another method that may be reasonable under the circumstances, as soon as possible.

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## **Training**

Valet Car Wash will ensure that all persons whom this policy applies receive training as required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

The content of the training will include, but is not restricted to the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- A review of the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07)
- Instructions on how to interact and communicate with customers who have various types of disabilities;
- Instructions on how to interact with customers with disabilities who require the assistance of assistive devices, service animals, or support persons;
- Instructions on how to use assistive devices or equipment provided by Valet Car Wash that may help customers with disabilities to access Valet Car Wash's goods and services;
- Instructions on how to do if a customer with a disability is having difficulty accessing Valet Car Wash's goods and services; and
- Instruction on Valet Car Wash's policies, procedures and practices pertaining to the provision of goods and services to customers with disabilities.

Training will be provided as soon as practicable and on an on-going basis as changes are made to Valet Car Wash's policies, procedures and practices governing the provision of goods and services to customers with disabilities and to the assistive devices or equipment made available by Valet Car Wash.

Valet Car Wash will maintain records of the required training. These records will include the number of individuals trained and the dates on which training occurred. The names of individuals trained will be recorded for administration purposes.

## **Feedback**

Valet Car Wash is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to customers with disabilities may be given by telephone, in person, in writing and by using our customer survey form on our website [www.washmycar.ca](http://www.washmycar.ca)

## **Notice of the Availability of Documents**

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on Valet Car Wash's website and may be made available through other communication methods as necessary and practical.

## **Availability and Format of the Documents Required by the Accessibility Standards for Customer Service**

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All documents required by the Accessibility Standards for customer Service are available upon request.

When providing a document to a customer with a disability, Valet Car Wash will provide the document, or the information contained in the document, in a format that takes the customer's disability into account.

### **RESPONSIBILITIES**

This policy applies to all persons who deal with members of the public or other third parties on behalf of Valet Car Wash, whether the person does so as an employee, agent, volunteer, contractor, consultant or otherwise and all persons who participate in developing Valet Car Wash's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

### Referenced Documents:

- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- The Accessibility for Ontarians with Disabilities Act
- Ministry of Ontario Access ON