**Tiremaster Ltd.**

**Tiremaster Multi Year Accessibility Policy and Plan**

**POLICY STATEMENT**

Tiremaster is committed to ensuring equal access and participation for people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontario Act and Ontario’s accessibility laws. Tiremaster is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Tiremaster understand that obligations under the Accessibility for Ontarians with Disabilities Act, 2005(AODA) and its accessibility standards do not substitute or limit its obligations under Ontario Human Rights Code or obligation to people with disabilities under any other law. Tiremaster is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

**TRAINING**

Tiremaster will provide training to employees on Ontario’s accessibility laws and on Human Rights Codes as it relates to people with disabilities, this training will be provided in a way that best suits the duties of the employee. This ongoing training will be provided to all employees means of online, in-persons and send self-directed materials.

Tiremaster will develop a training plan that will ensure that all staff receive ongoing training as well as to ensure that our policies and training materials are part of our orientation package.

**COMMUNICATION**

Tiremaster is committed to meeting the needs of people with disabilities, we will consult with people with disabilities to determine their information and communication needs.

Tiremaster will ensure that all information contained with in our website are relevant and accessible to persons with disability. Tiremaster will ensure that our content editors and website administrators have knowledge of WCAG 2.0 Level A requirements and to ensure that our website reflect WCAG 2.0 Level AA.

**FEEDBACK**

Tiremaster will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

* Encourage feedback about our accessibility, including customer service, website, and employment practices.
* Feedback can be submitted using on line “Contact Us” form which is available at [www.tiremaster.ca](http://www.tiremaster.ca)
* Feedback can also be made in writing, by telephone, fax or email.

 Tiremaster Limited

 145 Orenda Road

 Brampton Ontario

 L6W 1W3

 Telephone 905-453-4300

 Fax 905-453-0034

 Emails can be sent the Vice President of Operations and sales: tcherry@tiremaster.ca

* VP of Operations and Sales or a delegate will review the feedback, investigate the situation, try to resolve it and provide a response in a reasonable amount of time after receiving the information.

**EMPLOYMENT**

Tiremaster is committed to fair and accessible employment practices.

Tiremaster will notify the public and staff that, when requested Tiremaster will accommodate people with disabilities during the recruitment and assessment processes. Tiremaster will list on our website that accommodations can be available to those request it. Also, Tiremaster will review and monitor to ensure that hiring managers tell prospective employees that accommodations are available throughout the interview process.

**Emergency Response Requirements**

When requested or required Tiremaster will ensure that all emergency response information (for example evacuation process) will be available in a manner that is both relevant and applicable to the individual with the disability.

**OPERATING PROCEDURES**

**Communication with Customers with Disabilities**

When communicating with a customer with a disability, Tiremaster 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 Customer with Disabilities**

Tiremaster will use reasonable efforts to ensure that the provision of its goods and services are consistent with the following principles;

-Tiremaster's goods and services are provided in a manner that respects the dignity and independence of customers with disabilities

* The provision of Tiremaster's goods and services to customers with disabilities are integrated with those provided to customers who do not have disabilities wherever possible given any situation
* Customers with disabilities are given an opportunity equal to that of customers without disabilities to obtain, use or benefit from Tiremaster's goods and services wherever possible.

**Assistive Devices**

A customer with a disability may provide their own assistive devices for the purpose of obtaining, using and benefiting from Tiremaster's goods and services. Exceptions may occur in situations where Tiremaster 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, Tiremaster may offer a customer with a disability other measures to assist him or her in obtaining, using and benefiting from Tiremaster's goods and services, where Tiremaster has such other measures available.

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

**Service Animals**

Where Tiremaster provides goods and services, customers with a disability may enter premises owned and/or operated by Tiremaster, 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, Tiremaster will use reasonable effort to ensure alternate means are available to enable the customer with a disability to obtain, use or benefit from Tiremaster's goods or services.

It is the responsibility of the customer with a disability to keep their service animal in control at all times.

**Support Persons**

Tiremaster, where it provides goods and services, will ensure that a customer with a disability may enter premises owned and/or rented by Tiremaster with a support person and have access to their support person wile on the premises.

At times, Tiremaster may require that a customer with a disability be accompanied by a support person wile 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.

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

Tiremaster 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 Tiremaster’s control or knowledge.

Tiremaster 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 alternate facilities or services, if any, that may be available. Tiremaster will make reasonable effort to provide prior notice of planned disruption, recognizing that in some circumstances such as in the situation of an unplanned temporary disruption, advance notice will not be possible. In such cases, Tiremaster will provide notice as soon as possible.

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

**INFORMATION GUIDELINES**

The Accessibility for Ontarians with Disabilities Act is a provincial act with the purpose of developing, implementing and enforcing accessibility 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 January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods or services to members of the public. Designated public sector organizations, including Tiremaster must comply with this standard.

The policy is drafted in accordance with the Accessibility Standard 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

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