



## **Accessibility for Ontarians with Disabilities Act**

**Our Commitment:** In fulfilling our mission, MINI Markham strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other visitors.

**Support Persons:** After consulting with the person with the disability to ensure that the support person is the only means to allow the person with the disability on the premises. All support people will be allowed to accompany the person with a disability anywhere the person is going on our premises.

**Service Animals:** Service animals are allowed anywhere the public is allowed.

**Emergency Evacuation Procedures:** If you require accommodation in the event of an emergency evacuation, please notify the receptionist or the person you are meeting with.

**Accessible Formats and Communications Supports:** If you require accessible formats of any of the documents used during your visit or communication supports, please notify Kim Petrasso.

**Feedback Process:** The ultimate goal of MINI Markham is to meet and surpass expectations while serving clients with disabilities. Comments on our products, goods and services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way MINI Marham provides products, goods and services to people with disabilities can be made by email, phone or in person

- All feedback will be directed to Kim Petrasso.
- Clients/customers will be responded to in 3-5 business days.
- All information will remain confidential

### **AODA Policies:**

A copy of MINI Markham AODA policies are available upon request. Please notify Kim Petrasso who will be handling all AODA requests and the format in which you would like to receive it.

### **Questions about This Policy:**

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Kim Petrasso.