

# Accessible Customer Service Policy

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- Whiteoak Ford Lincoln, hereafter referred to as us, we, or Whiteoak, strive to be committed and responsive to the needs of all customers, no matter what their needs. We want to ensure that all of our goods, services, and training are accessible to all. This short policy will reiterate the “Whiteoak Ford Lincoln Sales Limited Policy on Accessible Customer Service.” To view the entire document, please contact our Privacy Officer. This short policy will establish accessibility standards in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Whiteoak will ensure that all policies, practices and procedures will be delivered with principles of dignity, equality and independence.
- Whiteoak acknowledges the importance of assistive devices, and will allow persons with assistive devices to use them in order to obtain, use, or benefit from the services Whiteoak has to offer. If they are unable to access Whiteoak’s services, other arrangements will be made to meet the needs on an individual to individual basis.
- Whiteoak acknowledges the importance of service animals, and we welcome all service animals on our premises in customer waiting areas, main reception, office rooms, and the service drive through.
- Whiteoak acknowledges the right of a person with a disability to have a support person present, and we welcome both. However, we reserve the right to request that a support person be present in an event that it is considered necessary to protect the health and safety of others on the premise. This will occur based on the person’s characteristics, not based on misconceptions surrounding the disability.
- If there are any temporary disruptions that would interfere with the services and facilities used by customers with disabilities, Whiteoak will notify all concerned for the reason for the disruption, the anticipated duration, as well as any alternatives that are available.
- Whiteoak employees partake in all necessary training that surrounds interacting and serving customers with disabilities, on our third party website, in order to provide the best customer service possible.