



Mitsubishi Motor Sales of Canada, Inc.

Accessible Customer Service

Policies, Procedures and Practices

November, 2015



Mitsubishi Motor Sales of Canada, Inc.

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Mitsubishi Motor Sales of Canada Inc.

Accessible Customer Service Policy for Providing Goods and Services to Persons with Disabilities

1. Introduction

Mitsubishi Motor Sales of Canada Inc. (hereafter referred to as Mitsubishi Motors) is committed to providing inclusive and accessible services and is pleased to comply with the Accessibility Standards for Customer Service; Ontario Regulation 429/07 (the Standard).

This policy is drafted in accordance with the Standard and is supported by procedures and practices which outline supporting actions and accommodations.

2. Legislative Background Information

The Accessibility for Ontarians with Disabilities Act (AODA) is a provincial act with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities. Accessibility standards establish requirements in the areas of customer service, information and communication, employment, transportation and the built environment.

The Accessibility Standards for Customer Service: Ontario Regulation 429/07, is the first accessibility standard to become law under the AODA. It establishes accessibility standards for customer service and applies to public sector organizations and other organizations that provide goods or services to the public or other third parties and that have at least one employee in Ontario. Mitsubishi Motors must comply with the Standard no later than January 1, 2012.

3. Definitions

“Disability” means,

- 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.

“Guide dog” means a guide dog as defined in section 1 of the Blind Persons Rights’ Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.

“Service animal”, means any animal used by a person with a disability for reasons relating to their disability. It may be readily apparent that the animal is used by the person for reasons relating to his or her disability or the person may provide a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability, or the person may provide a valid identification card or a certificate of training from a recognized guide dog or service animal training school.

“Support Person” means a person who accompanies a person with a disability for the purpose of assisting them with communication, mobility, personal care, medical needs or with access to goods or services.

Accessible Customer Service Policy for Providing Goods and Services to Persons with Disabilities

4. Application

This policy and its supporting procedures and practices apply to all employees, customer service representatives, individuals, dealers, third parties and others who provide goods and services and interact with customers and other members of the public on behalf of Mitsubishi Motors in Ontario, and to those who are involved in developing or reviewing policies, procedures and practices that deal with providing goods and services to the public in Ontario.

5. Accessible Customer Service Policy Statement

Mitsubishi Motor Sales of Canada Inc. is committed to providing quality, inclusive and accessible services to all of our customers.

6. Guiding Principles

When providing goods and services to customers and other members of the public with disabilities Mitsubishi Motors will make reasonable efforts to provide services in a manner that is integrated with others and that demonstrates respect for the dignity and independence of persons with disabilities and to provide them with equality of opportunity.

7. Providing Services to Persons with Disabilities

Mitsubishi is committed to providing excellent customer service and when interacting with persons with disabilities will do so in a manner that takes their disability into consideration. Staff and others to whom this policy applies will be trained on how to interact and communicate with persons with various disabilities.

8. Communicating and Interacting by Telephone, Email, in Writing or In Person

When communicating and interacting with persons with disabilities staff will follow appropriate wording etiquette and will communicate in a manner that considers the person's disability. For example, when communicating with someone who is hard of hearing or deaf staff will discuss communication options with the customer and may offer to communicate by email, telephone relay, in writing or by another method.

9. Assistive Devices

Persons with disabilities may use assistive devices to help them access goods and services. Common assistive devices include wheelchairs, walkers and canes. Staff and others operating on behalf of Mitsubishi Motors will follow appropriate etiquette when interacting with persons who use devices.

10. Service Animals

Persons with disabilities who require the assistance of a service animal to help them access goods and services may be accompanied by their service animals while on premises owned or operated by Mitsubishi Motors and my go where other members of the public are permitted unless the animal is excluded by law. If the animal is excluded by law, other reasonable means of providing services will be explored with the individual.

11. Support Persons

Some persons with disabilities require the assistance of a support person when accessing goods and services. Persons with disabilities may be accompanied by their support person when on premises owned or operated by Mitsubishi Motors and will not be prevented from accessing their support person when on Mitsubishi Motors premises. On rare occasions it may be determined that a person with a disability, who is not accompanied by a support person, is required to have the assistance of a support person while on the premises. Decisions to insist that a person be accompanied by a support person will be based on the health and safety of the person with the disability or the health and safety of others.

12. Notice of Temporary Disruptions in Services and Facilities

Notice will be provided of temporary disruptions in services or facilities that are used by persons with disabilities to access Mitsubishi Motors goods and services. Notice will be provided in a format that is reasonable under the circumstances and include information about the reasons for the disruption, its expected duration, and a description of alternative means of accessing goods and services, if they exist.

13. Training

Training on accessible customer service will be provided to all employees, board members, and others, including third parties who interact with the public and/or develop or review policies, procedures or practices that deal with providing goods and services to the public on behalf of Mitsubishi Motors.

Existing staff and others acting on behalf of Mitsubishi Motors who fulfill the applicable duties must complete the training requirements no later than January 1, 2012.

i. On-Going Training

New hires and others who assume the applicable duties after January 1, 2012 must be trained as soon as practicable.

Training must be on-going when changes are made to policies, procedures and practices that deal with providing goods and services to the public.

ii. Training Content

Mandatory Accessible Customer Service training will include:

- the purpose of the AODA;
- the requirements of the Standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a service animal or support person;
- information about the assistive devices made available by Mitsubishi Motors that may help persons with disabilities access its goods and services;
- what to do if a persons with a disabilities is having difficulty access its goods and services; and,
- Mitsubishi Motors policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities.

iii. Training Records

Mitsubishi Motors will keep records of the training required by this policy, including the number of individuals trained and the dates on which training occurred. The names of individuals trained will be recorded for training administrative purposes subject to the Personal Information Protection and Electronic Documents Act (PIPEDA).

14. Feedback and Complaints

Feedback and complaints about the manner in which goods and services are provided to persons with disabilities may be made in-person, by telephone, electronically, in writing, fax or by other reasonable methods.

15. Individuals or Organizations Acting on Behalf of Mitsubishi Motors

Individuals or organizations acting on behalf of Mitsubishi Motors must abide by Mitsubishi Motor's Accessible Customer Service Policy and its supporting Procedures and Practices and fulfill the training requirements outlined above. They must provide training records to Mitsubishi Motors.

16. Notice and Availability of Accessible Customer Service Policies, Procedures and Practices Documents

Mitsubishi Motors will provide notice that the documents required by the Standard or the information contained in them are available in alternative formats to the public upon



request. Notice will be posted in a conspicuous place on Mitsubishi Motors premises and/or on the website.

17. Review and Modification of this or Other Policies

No changes will be made to this or other policies before considering the affect on persons with disabilities and compatibility with legislation.

18. Questions about this Policy

Questions about this policy can be directed to:

Mail: Mitsubishi Motors Sales of Canada Inc.
Customer Relations Department
P.O. Box 41009
Mississauga, Ontario
L4W 5C9

Phone: Customer Relations Department
1-888-57-MITSU (1-888-576-4878)

Fax: 905 – 214 – 9089

Email : mitsubishi-canada@mmcan.ca

Website: <http://www.mitsubishi-motors.ca/en/contact/>



Procedures for Providing Goods and Services to Persons with Disabilities and the Use of Assistive Devices

1. Commitment

Mitsubishi Motors is committed to providing quality service to all of our customers.

2. Application

These procedures and practices deal with the manner in which goods and services are provided by or on behalf of Mitsubishi Motors to persons with disabilities.

3. Customer Service Settings and Service Channels

Staff and others acting on behalf of Mitsubishi Motors provide services and information to persons with disabilities in various settings, such as Mitsubishi Motors offices, trade shows, dealerships; and through many service channels such as telephone, email, the website, fax, in writing, and through other means. These procedures and practices apply in all customer service settings and service channels.

4. Principles of Accessible Customer Service

In order to access goods and services some persons with disabilities may require assistance or changes in the way that goods and services are provided. Mitsubishi Motors is pleased to offer reasonable assistance to persons with disabilities so that they may access the goods and services that are available to others.

When providing services to persons with disabilities Mitsubishi Motors will make reasonable efforts to providing them in a manner that is integrated with others unless another method is necessary due to the persons disability. For example, some persons who are hard of hearing or deaf may require information to be provided to them in a quiet area away from other customers.

When interacting with, and assisting persons with disabilities, staff will demonstrate respect for the person's dignity and independence. For example, when serving a person with a disability staff will offer assistance and if the offer is refused staff will respect this and not leave the person feeling as though they *need* assistance. Staff will also respect the person's wish for privacy and discretion regarding their disability and offers of assistance.

5. Communicating and Interacting with Persons with Disabilities

Communication is an essential aspect of customer service. Staff will communicate and interact in a manner that takes the person's disability into consideration. For example, when communicating with someone who is hard of hearing or deaf, staff will look directly at the person to assist lip reading. Staff will also follow communication best practices such as:

- using a clear font such as Arial when communicating in print;
- avoiding the use of complex terminology
- avoiding the use of bold and italics in text
- using contrasting colours between text and background for notices and other written communication

Appropriate wording regarding persons with disabilities will be used during communications, including but not limited to verbal, written, and electronic. Examples of where appropriate wording will be followed include: direct customer communications, publications, invoices, public events, media releases and promotional materials. Please the *Appropriate Wording List* in the appendix.

6. Considerations for Determining Accommodation or Assistance

Persons with disabilities may require some form of assistance or changes in the way services are provided. When determining a suitable means of accommodating someone with a disability staff will consider the effect the accommodation will have on the following:

- The principles of the Standard
- The nature of the goods, services or events.
- The ability of others to access goods, services or events in their intended manner
- The health or safety of the person with the disability and others, and
- Costs

7. Offering Assistance to Persons with Disabilities

Wherever possible, staff should offer assistance to customers upon noticing or otherwise becoming aware that the person has a disability and might benefit from assistance, such as getting an item that is out of their reach. If the customer does not want assistance at this time, staff will let them know that they or another staff member is available to assist them when requested.

i. Simple Forms of Assistance

Usually persons with disabilities require simple forms of accommodation that can be provided quickly and easily without prior arrangements, such as offering to communicate with pen and paper to someone who is hard of hearing or offering a place to sit to someone with a mobility disability.

ii Formal Accommodation

In rare circumstances persons with disabilities may require formal accommodations that must be arranged for or booked in advance such as, arranging a sign language interpreter for a meeting. Timelines for providing the accommodation will depend on the type of accommodation requested.

Formal accommodation requests require the completion of an *AODA Accessible Customer Service Accommodation Form* which will then be forwarded to Compliance Officer for approval.

8. Inform Customers of the Progress of their Request

Customers should be kept informed of the progress of their request in a timely manner.

9. Alternate Formats Receipts, Invoices, and Service Information

Mitsubishi Motors staff will be pleased to review receipts, invoices and product information with persons with disabilities as they do for all customers. Where necessary, service information will be provided to customers in alternative formats. Suitable alternative formats will be determined in consultation with the customer. Examples of alternative formats include: large print, electronic text, audio information, reading and explaining information and other formats. Examples of alternative formats are found in the appendix.

10. Timelines for Alternative Formats and Other Accommodations

Timelines for providing materials in alternative formats will be influenced by the format requested. Staff will fulfill requests for alternative formats as soon as reasonably possible and customers will be kept informed of the progress of their request. Requests should be filled in a timely manner.

11. Privacy and Discretion Regarding Customer Information

Customer requests for accommodation or information about the nature of their disability will be handled with discretion and held in confidence and where recorded will be subject to the Personal Information Protection and Electronic Documents Act (PIPEDA). Staff will be informed of accommodation requests on a need-to-know basis only.

12. Persons who Require Assistive Devices

Persons with disabilities may use their assistive devices when accessing goods and services. A few examples of common assistive devices include:

- personal oxygen tanks
- wheelchairs and scooters
- canes and walkers
- recording devices
- listening devices

Staff will follow appropriate best practices when interacting with persons who use assistive devices, such as not touching or otherwise interfering with a person's assistive device and not moving the device without their consent.

Where assistive devices are made available by Mitsubishi Motors, staff will be informed of the assistive devices that may be used by customers with disabilities

13. Health and Safety Concerns

Certain areas may be off limits to assistive devices if they create a concern for health and safety. In these situations staff will discuss alternative means of providing goods and services to the individual.

i. Safe Operation of Assistive Devices

Assistive devices must be operated in a safe manner and kept in control at all times.

14. Confidentiality Concerns and the use of Assistive Recording Devices

In the case of confidential meetings persons with disabilities who require the use of assistive recording devices may be asked to sign a confidentiality agreement.

The Use of Service Animals by Persons with Disabilities

1. Application

These procedures and practices apply on premises owned or operated by Mitsubishi Motors.

2. Service Animals

Some persons with disabilities require the assistance of a service animal to help them access goods and services. Service animals may be any animal that assists a person with a disability. They provide a wide range of assistance such as guiding persons who are blind, alerting persons who are deaf to certain sounds, alerting their handlers to oncoming seizures, emotional support, and other assistance.

3. Allowing Service Animals on the Premises

Persons with disabilities may be accompanied by their service animal in areas owned or operated by Mitsubishi Motors and may go where other customers and members of the public are permitted unless the animal is excluded by another law. There are only a few exceptions where service animals are excluded due to law (See the sections titled *Exclusions for Service Animals* and *Exclusions due to Law* found below).

4. Verification the Animal is a Service Animal

If the person's disability is obvious or known to staff, and if the need for the service animal is also apparent or known, do not request verification that the animal is a service animal. However, if it is not apparent that the person requires the animal for reasons related to a disability staff may discretely ask for proof.

5. Service Animal Proof

Staff will use sensitivity and discretion when asking for proof that an animal is a service animal and required for reasons related to a disability.

Proof may include one of the following:

- a letter from a physician or nurse stating that the animal is required for reasons related to a disability, or
- a training certificate or identification card from a recognized service animal training school such as the Lions Foundation of Canada, or
- a card identifying the person as a handler of a service animal such as a handler identification card issued from CNIB (Canadian National Institute for the Blind).

6. Responsibilities of Service Animals and their Handlers

Handlers of service animals must adhere to each of the following:

- Stay with the animal at all times. It is not the responsibility of staff to handle or care for the animal.
- Keep the animal in control at all times
- Make certain the animal does not pose a threat to health and safety.
- Make certain the animal is permitted in the municipality they are visiting.
- Clean up after the animal where possible

7. Allergies and Fear of Service Animals

Common allergic reactions and fear of animals are not grounds for excluding service animals from the premises. In the event that another person is severely allergic to or has a debilitating fear of animals both persons will be accommodated. Staff will work with both parties to find an accommodation solution. Accommodation may include keeping the animal and the affected individual separate as much as possible. For example, by offering to provide services in separate areas, at separate locations, or at different times.

8. Exclusions for Service Animals

Service animals may be excluded from Mitsubishi Motors or from an area due to any one of the following reasons:

- The service animal's behaviour is threatening, disruptive or aggressive and the handler cannot keep the animal in control.
- The presence of the service animal would fundamentally change the nature of the service, activity or job.
- The service animal's behaviour is a threat to health and safety.
- Due to another law.

9. Exclusion due to Law

i. Municipal By-Law

Certain animals or breeds may be excluded due to municipal by-laws. The City of Mississauga excludes certain non-domestic animals from its jurisdiction. A list of prohibited animals can be obtained from the Corporation of the City of Mississauga Animal Care and Control By-Law 98-04, which can be obtained from the City Clerk's Department or at <http://www.mississauga.ca/file/COM/animalfinal.pdf>

ii. Food Areas

Under the Health Protection and Promotion Act, Regulation 562, service dogs are the only animal allowed in areas where food is service, sold, displayed, handled and offered for sale, such as cafeterias. Other service animals are not permitted in food areas.

10. Department Responsibilities

Each department should determine if areas or situations may exist where service animals will not be permitted. For example, do to concerns for health and safety it may be determined that service animals should be kept away from certain training areas and machinery.

11. Offering Reasonable Accommodation

If the animal is excluded from an area staff will consult with the individual to determine another reasonable means of accessing goods and services such as suggesting that the person return with a support person or where suitable by providing information by telephone or email or another reasonable method.

12. Good Practices towards Customers with Service Animals

Service animals are working animals and must be prepared to assist a person with a disability at any moment. For this reason staff will:

- maintain a respectful distance from service animals
- understand that they are working animals and for the safety of their handlers they must not be distracted or startled,
- will not offer service animals treats or pet them, and
- be prepared to direct customers to grassy areas where service animals can relieve themselves.

The Use of Support Persons by Persons with Disabilities

1. Application

These procedures apply on premises owned or operated by Mitsubishi Motors and in areas where customers and other members of the public are permitted.

2. Support Persons

Some persons with disabilities require the assistance of a support person. Support persons may be a friend, family member or trained caregiver. The assistance they provide may include help with communication, mobility, access to goods and services, personal or medical care, and other forms of assistance.

3. Accompanied by Support Persons

Persons with disabilities may be accompanied by their support person and at no time will they be prevented from having access to them.

Staff may politely acknowledge the support person but they will focus their service and conversation on the customer with the disability instead of the support person.

4. Privacy and Confidentiality

In situations where a support person is attending a meeting that deals with the customer's confidential information, Mitsubishi Motors may require the customer to sign a statement giving the support person permission to be present.

In the event that Mitsubishi Motor's confidential information is discussed during a meeting the support person may be asked to wait in a nearby area and/or asked to sign a confidentiality statement.

5. Insisting on a Support Person for Health and Safety Reasons

In situations where the health and safety of anyone is at risk, staff may insist that a person with a disability be accompanied by a support person when on Mitsubishi premises. The need for a support person will be based on the individual's situation and the level of risk. For example, if a person with a disability is having difficulty controlling their assistive device and risks injury to themselves or someone else Mitsubishi Motors may require that they be accompanied by a support person who is able to assist them on the premises.

Decisions pertaining to the need for a support person will be made by Compliance Officer. This decision will be based on the person's unique situation and not on stereotypes about their disability.

Discussions pertaining to the need for a support person will be made with sensitivity and discretion.

6. Fees Charged to Support Persons

If a fee is charged, advanced notice will be provided of the fee charged to a support person. If a person is attending an event for the purpose of assisting a person with a disability they will be permitted to attend at no charge, where fees are charged. If the support person will be utilizing services for their own personal reasons, regular fees will apply.

Process for Providing Notice of Service or Facility Disruptions

1. Application

These procedures and practices apply when there is a temporary disruption in the services or facilities usually used by persons with disabilities to access Mitsubishi Motors goods and services.

2. Procedures and Practices for Providing Notice of Temporary Disruptions in Services and Facilities

Persons with disabilities often rely on certain services or facilities to help them access goods and services. If these services or facilities are temporarily unavailable Mitsubishi Motors will make reasonable efforts to provide notice. Some examples of services and facilities used by persons with disabilities to access goods and services include automatic doors, accessible washrooms, ramps, curb cuts, and sign language interpretation. Disruptions that occur due to an extensive power outage, such as a community wide power outage, do not require notice since it is commonly understood that the affected facilities will not be available.

3. Required Content for Notices

Notice must include the following information:

- The reasons for the disruption
- The expected length of the disruption and
- Alternative means of accessing goods and services, if they exist.

4. Location and Format of Notice

Notice will be placed in a location and format that is reasonable under the circumstances and that is accessible to persons with various disabilities who use the disrupted service or facility. In some situations notice will be provided at the site or the disruption, given verbally by staff, posted on the website, provided directly to the customer or through another suitable method.

For example, if an automatic door is not working, notice will be placed near the door and/or near signage indicating the location of the automatic doors. Notice will be in large clear print using a high level of colour contrast between the text and the

background. Staff will refer to the *Clear Print Guidelines* and *Appropriate Wording List* when providing notices.

Another example may involve a sign language interpreter who has been booked for a meeting with a customer or client. If the sign language interpreter is unavailable due to illness or for another reason, the client who requires the service will be contacted directly using predetermined or previous contact methods such as email, Bell Relay or another reasonable method.

5. Timelines for Providing Notice

i. Unexpected Disruptions

Notice for unexpected disruptions will be provided as soon as reasonably possible.

ii. Planned Disruptions

Timelines for providing notice of planned disruptions, such as disruptions due to construction or renovations, will be posted in advance. The timing for providing notice will vary with each situation and will consider the possibility that persons with disabilities may need sufficient time to make alternative arrangements for transportation or for personal or other forms of assistance.

6. Staff Responsibilities

All staff will inform the appropriate personnel when noticing a disruption in a service or facility so that they can follow the notification procedures.

Staff/Management responsible for the service or facility disruption will determine the following:

1. Alternative means of accessing goods and services if a disruption occurs
Suitable timelines for providing notice of the disruption
2. Appropriate formats for notices that are accessible to persons who use the disrupted service or facility
3. Appropriate locations for providing notices (such as entrances, the site of the disruption, contact the client directly, and/or another appropriate method.)
4. Make certain that notices include the required content.

Process for Providing Feedback and Complaints about the Accessibility of Goods and Services

1. Application

This feedback and complaints process is intended to deal with the manner in which goods and services are provided to persons with disabilities.

2. Achieving Quality, Inclusive and Accessible Services

Customer feedback is used to identify areas of service excellence and areas that may require improvements. Feedback will be reviewed and used to help us remove barriers to accessibility and achieve our commitment to providing quality, inclusive and accessible services to all of our customers.

3. How to Give Feedback

Staff are available to provide information on how to give feedback. To address the needs of all customers feedback may be given through the following methods: by telephone, by fax, by email, by mail, in person, on diskette or other reasonable methods.

Information about how to provide Feedback and Complaints about the Accessibility of Goods and Services is found on the website at www.mitsubishi-motors.ca

4. Responding with Dignity and Discretion and in Accessible Formats

When feedback is provided directly to staff, staff will respond with dignity, diplomacy and discretion when addressing the customer's feedback.

Responses to feedback and complaints will be given in a format that takes the person's disability into account. For example, when addressing someone who is hard of hearing or deaf staff may respond in writing, by email or Bell Relay (if the customer has a TTY machine).

5. Responding to Feedback and Complaints

i. Complaints Received In-Person and/or Verbally

Staff will work with the customer to try to resolve complaints immediately.



However, some complaints may require additional time to address, and may need to be reviewed by senior personnel.

If the complaint cannot be resolved immediately staff will record the following:

- the details of the complaint,
- the customer's contact information, (if the customer wishes to be contacted)
- a format for communication that is accessible to the customer, For example, large print, email, Bell Relay, etc.

Staff will also provide the customer with their contact information.

Customers will be told when they should expect to be contacted regarding the progress of the complaint or its resolution.

ii. Feedback and Complaints Received through Messages or Mail

Feedback received by telephone messages, email, in writing or through other methods will be responded to as soon as reasonably possible.

6. Confidentiality

Information pertaining to customers other member of the public, their complaint, and any persons, who may be named in the complaint, will be held in confidence subject to the Personal Information Protection and Electronic Documents Act (PIPEDA).

7. Dealers, Customer Service Representatives and Others Acting on Behalf of Mitsubishi Motors

Individuals or organizations providing goods or services on behalf of Mitsubishi Motors must follow this feedback and complaints process and assist Mitsubishi Motors with investigations and provide all relevant information when requested.

8. How to Give Feedback or Make a Complaint

Feedback about the manner in which goods and services are provided to persons with disabilities can be directed to Customer Relations:

Mail: Mitsubishi Motors Sales of Canada Inc.
Customer Relations Department



P.O. Box 41009
Mississauga, Ontario
L4W 5C9

Phone: Customer Relations Department
1-888-57-MITSU (1-888-576-4878)

Fax: 905 – 214 – 9089

Email: mitsubishi-canada@mmcan.ca

Website: <http://www.mitsubishi-motors.ca/en/contact/>

Appendix

Appropriate Wording List

When referring to a person with a disability, refer to the person first.

The individual should be the focus of your communication, not their disability.

Do Not Use	Use
Handicapped, invalid, cripple, the disabled	Person with a disability or who has a disability, people with disabilities
The aged	Seniors
Blind person, the blind	Person who is blind or visually impaired
The deaf person	Person who is deaf
Confined to a wheelchair, wheelchair bound	Person who uses a wheelchair
Dumb, mute	Person who is unable to speak, uses synthetic speech or who has a communication disorder
Epileptic, suffers from fits	Person who has epilepsy or a seizure disorder
Learning disabled, the dyslexics	Person who has a learning disability Person who has dyslexia
Mentally retarded, feeble minded, slow	Person who has an intellectual disability People with learning disabilities
Mentally ill, psycho, crazy, neurotic, psychotic	Person who has a mental disability Person who has depression Person with schizophrenia
Midget, dwarf	Person of short stature, Person who has a form of dwarfism
Mongoloid, mongolism	Person with Down's Syndrome Person with an intellectual or developmental disability
Normal	Person who does not have a disability
Physically challenged	Person with a physical disability
Spastic	Person who has muscle spasms
Visually impaired	Person with a visual impairment

Taken in part from the Accessibility Directorate of Ontario, of the Ministry of Community and Social Services. Queens Printer for Ontario, 2005

Examples of Alternative formats

Large Print

This helps people who have low vision. Large print materials should be prepared with a font (print) size that is 16 to 20 points or larger.

Screen readers

This software converts text that is displayed on a computer monitor to voice (using a speech-synthesizer) or to Braille.

Braille

This is an alternative format for people who are blind or deafblind. Braille is a tactile system of raised dots representing letters or a combination of letters of the alphabet.

Audio Format

This is an alternative format for people with a vision, intellectual or developmental, or learning disability who are unable to read print.

Captioning

Captioning translates the audio portion of a video presentation by way of subtitles or captions. They usually appear on the bottom of the screen.

Captioning makes television programs, films and other visual media with sound accessible to people who are deaf or hard of hearing.

Assistive Technologies

People with disabilities may use one or more of the following assistive technologies in communicating with others or in getting information:

- screen readers, screen magnifiers, screen projectors
- audio recorded information
- text telephones
- adjustable signal level and tone on audio devices
- volume control

Telecommunications

Although many people who are Deaf or hard of hearing use wireless or hand-held communications devices to send and receive text messages, TTY (teletypewriter) is still widely used.

Bell Canada Relay Service lets TTY users and hearing people talk to one another by phone with the help of specially-trained operators. Here is how it works:

- The TTY user dictates the conversation to the operator.
- The operator relays the conversation to the TTY phone.
- The TTY conversation is then relayed to the regular phone user.

This service is confidential. Long-distance charges apply. Local calls are free.

This information is provided by: Queens Printer for Ontario - Last modified August 3, 2010.

http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/tools/making_information_accessible.aspx



Sample AODA Accessible Customer Service Accommodation Request Form

The Accessibility Accommodation Request Form should be completed for accommodation requests for people with disabilities and where the accommodation cannot be readily provided, requires advanced booking, requires approval, or where the appropriate accommodation is uncertain.

Date _____

Customer Information

Name _____

Address _____

Phone Number _____

Email _____

Other Contact _____

Type of Accommodation Requested

Date accommodation is required _____

Service Accommodation is requested for.

If you require the accommodation for a specific service please provide details.

Name of the service _____

Location of the service or event _____

Customer Signature

Staff Information

This Accessibility Accommodation Form was completed by

Staff Name _____

Phone Number _____

Email _____

Confidentiality Statement:

The information provided here will help us to support you in accessing Mitsubishi goods and services and is subject to the confidentiality restrictions of the Personal Information Protection and Electronic Documents Act (PIPEDA).



Feedback Form

Date: _____

Time: _____

Name: _____

Briefly explain the reasons for your feedback

Were you able to receive the service, information or event you wanted?

Yes

No

If you answered "No", please explain why?

If you experienced difficulty due to an accessibility barrier please explain.

If you wish to be contacted by staff, please provide your contact information.

Name: _____

Phone: _____

Email: _____

Address: _____

Thank you

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Sample Notice of Disruption

We're Sorry

May 10, 2012

Dear Visitors,

The automatic doors are out of service. We expect them to be operating tomorrow, Friday, May 11.

Please knock on the door and the receptionist will assist you.

We apologize for the inconvenience.

If you have any questions please contact us at:

Telephone: Customer Relations Department
1-888-57-MITSU (1-888-576-4878)

Email: mitsubishi-canada@mmcan.ca

Thank you