

Since we opened our doors in 2005, Auto Spa has been constantly updating and adapting to strived to provide excellent service to all our customers. In the past few years, we have not only updated the way we do business but in how we can make things more accessible to our customers. We pride ourselves on our diversity and commitment to meeting our current and ongoing obligations under the Ontario Human Rights Code.

Auto Spa is fully committed to meeting current and ongoing requirements under the Accessibility for Ontarians with Disabilities Act, 2005. We constantly strive to implement and update our services and policies as much as possible to meet our current and future obligations.

Present and Future Strategies, and Actions.

Customer Service

Our Customer Service Standards have seen several improvements over the years in the way we provide good and services to all our customers. One of those improvements has been in how we server customers with disabilities. Customers with disabilities have been welcome in our facility and in courage to use assistive devices and to bring with them their service animals and support persons. We have also provided the proper accommodations as per request to meet their needs.



We acknowledge that as time passes, we will be implementing more ways to improve and provide excellent customer services. As we move forward, we will be constantly keep updating our staff training and looking to new advancements in technology, which will help us provide our customers with disabilities a better quality of services.

Information and Communication

We know that information and communication are very important to our customers and our business. It's in thanks to our customers that have provided us with feedback over the years that have allowed us to provide better services. In the past few years, we have updated and improve the way we communicate with all customers.

We have also made it easier for customers with disabilities to connect and receive information from us. We have improved our phone systems, website, and the way we conduct promotions over the mail, internet, and radio. We have also implemented new ways of communication during the past few years with emails, social media accounts, and phone app.



As we are constantly updating and changing, so are our ways of communication and the way we offer our services online. As of the beginning of this year 2023, customers with disabilities can book services online without the need to call in.

We have also updated our phone app to allow more accessibility to our services. Our website will be also going through new changes in the future to provide better information and online services.

Procurement and Self-service Kiosks

We have made a lot of effort to provide and make many services accessible to customers. One of them is by making many services accessible online for our customers without having to call in. We have adjusted the inside of our facility to accommodate customers with disabilities by providing as much as space as possible to move around.

Also, we have improved how our self-wash bays work to give customers a better experience, but it has its limitations. Due to the way our self wash bays work, there is a limitation in how usable friendly we can make it for customers with specific types of physical disabilities.




As time progresses and new advancements in technology become available, it is our hope to be able to improve our self wash bays. We will try to find ways to make our good and services easier to obtain by our customers.

Transportation

Two of our many services available to our customers are our shuttle and car pick up. By offering these services we have been able to meet our customers requests and specially our customers with disabilities.

We have been shuttling customers for several years upon request from our facility to their destination and picking them. This service allows for our customers to go about their day without having to wait for their car to be done, when using our fine detailing services.


Our car pick-up service is only available upon request by customers with disabilities for fine detailing services or other services that take time to do. This type of service allows us to accommodate our customers the way possible.

 As time goes by, we might make improvements to the services we already offer, but as of now, we don't have any plans to increase this type of services. Our stand might change depending on the needs of our customers with disabilities.

Employment

Our staff is diverse, and in the past years, we have employed people with disabilities who can do the job needed. We have worked with YMCA and others work programs that deal with people with disability look for work.

We have also strived during the years to provide our employees with suitable working conditions. Employees can count us to accommodate them in case of an accident to help expediate their return to work. We have provided employees with a different job position or modify their current one.

 We hope as technology becomes more available, we will be able to help and accommodate people with disability better. We hope to continue working with this type of agencies in the future.

Information and feedback

For more information on this accessibility plan or to provide feedback, please feel free contact us.

Email: info@auto-spa.ca

To learn more about Accessibility for Ontarians with Disabilities act:
<https://www.ontario.ca/laws/statute/05a11>

To read our Accessibility Compliance Reports (Download PDF)

To learn about our Accessibility Policy (Download PDF)