

## **Customer Service Standard – Accessibility for Ontarians with Disabilities Act (AODA)**

### ***Purpose***

To ensure all Youngs Insurance Brokers Inc. programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

### ***Policy***

These policies and procedures apply to all goods and services that are delivered by Youngs Insurance Brokers Inc., by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all Youngs Insurance staff, and third parties who deal with the public, on behalf of Youngs Insurance.

The firm shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

### ***Training***

Training is required for staff that interact with the public on behalf of the firm, or who are involved in developing policies, practices and procedures. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have an assistive device, service animal or support person, how to utilize assisted devices that are available on Youngs Insurance premises at all locations, and what to do if a person has difficulty accessing our services.

The training will include the core principles of customer service as set out by Youngs Insurance which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

A training program of varying modules will be implemented which will ensure compliance and meet the needs of various departments and employee groups. Records are to be kept indicating the date and training provided, and the number of individuals to whom it was provided.

Third party organizations providing goods or services on behalf of Youngs Insurance shall provide relevant training, learning opportunities or direction to employees regarding their roles and responsibilities under the AODA.

### ***Service Animals and Support Persons***

A person with a disability accompanied by a service animal is permitted to enter Youngs Insurance premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the municipality shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the goods and/or services. Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to Youngs Insurance at any time.

### **Notice of Temporary Disruptions**

Youngs Insurance will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the company website when appropriate. When the disruption is planned, advanced notice will be provided.

### ***Feedback***

Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services.

An accessible simple to use system of providing feedback and complaints will be made available through a range of service channels. Staff will make note of feedback given in person, verbally or in writing, online, via email, by telephone, or any other means. A simple to use, accessible process for customers to provide feedback or complaints will be in place. The Accessibility Advisory Committee will consult with customer service staff regarding feedback and complaints and on improvements to customer service.

### ***Emergency Situations***

Health & Safety Committee members will be available to assist customers or staff who may require help during an emergency. A designated sick room is on the premises.