



## Accessible Service Policy

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### Goal

- This policy is intended to meet the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- All services provided by Grenville Mutual Insurance will follow the principles of dignity, independence, integration and equal opportunity.

### Scope

- This policy applies to all employees of GRENVILLE MUTUAL INSURANCE: full time, part time, temporary, volunteer and contract who deal with the public or other third parties on behalf of GRENVILLE MUTUAL INSURANCE, including when the provision of services occurs off-site.

### Definitions

- **Assistive Device** is defined as a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of individuals with disabilities. Personal assistive devices are typically devices that individuals bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.
- **Disability** is defined as the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:
  - 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;
  - A condition of mental impairment or a developmental disability;
  - A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - A mental disorder; or
  - 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** is defined as a highly-trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.
- **Service Animal** is defined under *Ontario Regulation 429/07*, as a service animal

for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- **Service Dog** is defined under the *Health Protection and Promotion Act, Ontario Regulation 562* as a dog other than a guide dog for the blind and if:
  - It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
  - The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.
- **Support Person** is defined under *Ontario Regulation 429/07*, as another person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## Policy

GRENVILLE MUTUAL INSURANCE is committed to providing its services in a manner that respects the dignity and independence of individuals with disabilities. Those with disabilities will be given equal opportunity to obtain, use and benefit from the same services, in the same place and in a similar way as other individuals.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- The provision of services to persons with disabilities,
- The use of assistive devices,
- The use of guide dogs, service animals and service dogs,
- The use of support persons,
- Notice of service disruptions,
- Feedback on accessibility to our services,
- Training, and
- Notice of availability and format of required documents.

## Procedures/ Guidelines

### Provision of Services to Individuals with Disabilities

- GRENVILLE MUTUAL INSURANCE will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:
  - Ensuring that all individuals receive the same value and quality;
  - Allowing individuals with disabilities to do things in their own way and at their own pace when accessing services as long as this does not present a safety risk;
  - Using alternative methods when possible to ensure that individuals with disabilities have access to the same services, in the same place and in a similar manner;

- Taking into account individual needs when providing services; and
- Communicating in a manner that takes into account the individual's disability.

#### **Use of Assistive Devices**

- We are committed to serving individuals with disabilities who use assistive devices to obtain, use or benefit from our services.
- Individuals with disabilities may use their own assistive devices as required when accessing services provided by GRENVILLE MUTUAL INSURANCE.
- A wheelchair is available on a first come, first serve basis and upon request, to assist individuals in accessing our services.

#### **Use of Service Animals**

- We welcome individuals with disabilities and their guide dogs, service animals and service dogs. These animals are allowed on the parts of our premises that are open to the public.
- If it is not readily apparent that the animal is being used by an individual for reasons relating to his or her disability, GRENVILLE MUTUAL INSURANCE may request verification from the individual. Verification may include
  - A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
  - A valid identification card signed by the Attorney General of Canada; or
  - A certificate of training from a recognized guide dog or service animal training school.
- An individual that is accompanied by a guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all times.
- If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, GRENVILLE MUTUAL INSURANCE will make all reasonable efforts to meet the needs of all individuals.

#### **Support Persons**

- An individual with a disability who is accompanied by a support person will be allowed to have that person accompany him or her on our premises. GRENVILLE MUTUAL INSURANCE does not charge fees to enter our premises and will not charge a support person to attend an event or function.
- Consent will be obtained from the individual with the disability, prior to any conversation where confidential information might be discussed.

#### **Notice of Service Disruption**

- In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities, GRENVILLE MUTUAL INSURANCE will provide notification promptly.
- A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative



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facilities or services, if available.

- The notice will be placed on GRENVILLE MUTUAL INSURANCE's website and at the point of disruption.

#### **Feedback on Accessibility to our Services**

- GRENVILLE MUTUAL INSURANCE values feedback to monitor and improve its services and experiences as we strive to meet the needs of all individuals who access our services and facilities, including persons with disabilities.
- Feedback can be provided verbally, on the GRENVILLE MUTUAL INSURANCE website, by mail, email or by fax. The GRENVILLE MUTUAL INSURANCE Feedback Form will be available upon request.
- Feedback will be directed to the Public Relations/Facilities Manager and will be reviewed and addressed within one week of its receipt.
- In the absence of the Public Relations/Facilities Manager, feedback will be responded to by the Human Resources Manager.

#### **Notice of Availability and Format of Documents**

- If requested, GRENVILLE MUTUAL INSURANCE will provide documents in a format that takes into account a person's disability. Please see the list of Accessible Formats document.
- GRENVILLE MUTUAL INSURANCE will notify of availability of documents in different formats by posting the information in a conspicuous place such as the GRENVILLE MUTUAL INSURANCE website, and/or any other reasonable method.

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### **Training**

- Training will be provided to all employees of GRENVILLE MUTUAL INSURANCE: full time, part time, temporary, volunteer and contract; as everyone works with the public or other third parties on behalf of GRENVILLE MUTUAL INSURANCE.
- As reflected in Ontario Regulation 429/07, training will cover the following:
  - A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
  - A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*;
  - Instructions on how to interact and communicate with individuals with various types of disabilities;
  - Instructions on how to interact with individuals with disabilities who
    - Use assistive devices,
    - Require the assistance of a guide dog, service dog or other service animal, or
    - Require the use of a support person (including the handling of fees);
  - Instructions on how to use equipment or devices that are available at our premises or that we provide that may help individuals with disabilities;
  - Instructions on what to do if a person with a disability is having difficulty accessing our services; and



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- GRENVILLE MUTUAL INSURANCE's policies, procedures and practices pertaining to providing accessible service to individuals with disabilities.
  - GRENVILLE MUTUAL INSURANCE will provide training to all new employees as part of their orientation program.
  - Revised training will be provided in the event of changes to legislation, procedures and/or practices.
  - GRENVILLE MUTUAL INSURANCE will keep a record of training that includes the training materials, the employee's name and the dates training was provided in our Training Tracking Database.

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**Responsibilities**   **Employees**

- Follow procedures and guidelines as listed in this policy.
- Contact the Public Relations/Facilities Manager or Human Resources Manager if feedback has been received regarding our accessibility.
- Contact the Public Relations/Facilities Manager or Human Resources Manager for approval should a document or service be requested in a different format that involves a cost.

**Public Relations/Facilities Manager and Human Resources Manager**

- Review this policy as required in the event of legislative changes and at a minimum, on an annual basis.
- Review and address all feedback within one week.
- Record all feedback in the Accessible Service Feedback Tracking Sheet.

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**Applicable Documents**

- Accessible Formats
- Accessible Service Feedback Tracking Sheet
- GRENVILLE MUTUAL INSURANCE Accessible Service Feedback Form
- GRENVILLE MUTUAL INSURANCE Notice of Service Disruption

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**Applicable Legislation**

*Accessibility for Ontarians with Disabilities Act, 2005*  
*Accessibility Standards for Customer Service, Ontario Regulation 429/07*

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