

## **Accessible Service Provision Policy**

### **1. Preamble**

Lackner McLennan Insurance Ltd. (LMI) strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. LMI is also committed to ensuring that, persons with disabilities receive accessible goods and services of the same quality that others receive. LMI is also committed to ensuring that, to the extent possible, accessible goods and services are delivered in a timely manner.

This Policy has been prepared to meet the compliance requirements of the AODA Customer Service Standard and to articulate what people may expect from LMI in regard to this standard. LMI's Accessible Service Provision Policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. LMI believes that whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their needs respected whenever they interact with an LMI service.

### **2. Assistive devices**

LMI is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services.

LMI will ensure that employees know how to use assistive devices available in providing LMI goods and services and inform individuals wishing to access LMI goods and services of the assistive devices that are available.

### **3. Use of service animals and support persons**

Persons with disabilities may bring their service animal on the parts of LMI premises that are open to the public or other third parties. LMI will ensure that all employees, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

On rare occasions, a service animal may not be permitted to enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

Any persons with a disability who is accompanied by a support person will be allowed to enter LMI's premises open to the public or other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on LMI premises.

LMI will not charge an admission fee for support persons accompanying a person with a disability.

### **4. Communication**

LMI will communicate with persons with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting LMI goods, services and facilities.

LMI will train staff who communicate with individuals wishing to access LMI goods and services on how to interact and communicate with persons with various types of disabilities.

5. **Feedback process**

The ultimate goal of this Policy is to meet goods and service delivery expectations while responding to the requests of individuals with disabilities. Comments on how well LMI is meeting those expectations are welcome and appreciated

Feedback about this Policy or its implementation can be submitted:

- online by completing the feedback box on LMI accessibility website ([www.lmicanada.com/accessibility](http://www.lmicanada.com/accessibility));
- by telephone (519) 579-3330 at ext. 312. TTY users can use the Bell Relay System by calling 711 or 1-800-267-6511;
- in person at LMI (423 King Street North, Waterloo, ON N2J 2Z5), Monday-Friday, 8:30 am-5:00 pm; or
- by mail to HR Dept., Lackner McLennan Insurance Ltd. 423 King Street North, Waterloo, Ontario N2J 2Z5

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve LMI services. Feedback received will be redirected to an appropriate contact person in the relevant unit of LMI, as appropriate.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly involving a number of elements within LMI. Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. LMI will follow up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome. Feedback/response will be in a format that is accessible to the complainant.

6. **Notice of temporary disruptions**

LMI will provide individuals wishing to access its goods and services with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (where applicable).

The notice will be placed at all public entrances and service counters of the facility disrupted. Depending on the nature of the disruption, notice will also be provided on email, outgoing telephone messages and on LMI's accessibility website. This notice will be provided in accessible formats.

7. **Training**

LMI will provide training about the provision of accessible goods and services to the staff members, contractors, volunteers, and others who interact with people who wish to obtain, use or benefit from goods and services provided by LMI. Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of goods and services.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.