



APPROVALS

Vice President of People & Innovation

President & CEO, Executive Team

1.0 INTENT

All people regardless of disability have equal right of access to all services provided by Trillium Mutual Insurance Company. TMI will ensure that persons with disabilities achieve accessibility to the provision of services, consistent with the principles of independence, dignity, integration and equal opportunity as set out in the Accessibility Standards for Customer Service.

2.0 PURPOSE

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 Service Animals and / or Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Required Documents

3.0 SCOPE

This policy applies to employees of TMI who deal with the public or other third parties who act on behalf of Trillium, including the provision of services that occur off the premises of Trillium.

4.0 GENERAL PRINCIPLES

4.1 The Provision of Services to Persons with Disabilities

TMI 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 ways, 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;



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

4.2 The Use of Assistive Devices

If a person with a disability requires assistive devices to access the services of TMI they will be allowed to use such devices.

4.2.1 Assistive Devices Provided by TMI

- TMI has available onsite a wheelchair (located in the main entrance coat room)
- Accessible door openers

4.3 Use of Service Animals and Support Persons

4.3.1 If a person with a disability is accompanied by a guide dog or other service animal, TMI will ensure that the person is permitted to enter the premises with the animal and keep the animal with him or her unless that animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, TMI will provide other measures to enable the person with the disability to obtain, use or benefit from the services.

4.3.2 If a person with a disability is accompanied by a support person, they shall be permitted to enter the premises together and not be prevented from having access to each other while in the premises. TMI may require a person with a disability be accompanied by a support person while on our premises only if a support person is necessary to protect the health or safety of the person with a disability or others on the premises.

4.3.3 In situations where confidential information might be discussed, consent will be obtained from the individual, prior to any conversation where confidential information might be discussed.

4.4 Notice of Service Disruption

4.4.1 Trillium Mutual Insurance Company will provide individuals with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. These facilities and services include (but are not limited to);

- Accessible Parking Spots
- Accessible Door Openers
- Accessible Washrooms
- Wheelchair



4.4.2 This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice of the disruption will be given by:

- Posting of the information at the reception desk
- Verbally notifying individuals if they are booking an appointment and contacting individuals with booked appointments
- By any other method that may be reasonable under the circumstances

4.5 Feedback Process

4.5.1 The public can provide feedback on the accessibility of the provision of services by TMI through the **Human Resources Department**. **Feedback may be given in the following formats:**

- Verbally; in person or over the phone
- Electronically via email
- In writing via the accessibility form found on our website or at the reception desk

4.5.2 Feedback in person, by telephone, via written mail or through email should be directed to:

Human Resources
 Trillium Mutual Insurance Company
 495 Mitchell Road South
 Listowel ON N4W 0C8
 Tel: 519-291-9300
 Fax: 519-291-1800
 Email: hr@trilliummutual.com
 Website: www.trilliummutual.com

4.5.3 Individuals who provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

4.6 Training

4.6.1 Training will be provided to:

- a) All employees who deal with the public or other third parties who act on behalf of Trillium; and,



b) Those who are involved in the development and approval of customer service policies, practices and procedures.

4.6.2 As reflected in Ontario Regulation 429/07, regardless of the format, 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 Regulations 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people 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
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- TMI’s policies, procedures, and practices pertaining to providing accessible service to individuals with disabilities.

4.6.3 TMI will provide training to all new employees as a part of the onboarding process.

4.6.4 Revised training for all employees will be provided in the event of changes to legislation, procedures and /or practices and as soon as practical.

4.6.5 TMI will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

4.7 Notice of Availability and Format of Documents

4.7.1 TMI shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request, within a reasonable amount of time and in a format that takes into account the customer’s disability.

5.0 DEFINITIONS

5.1 **Assistive Devices:** is 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



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personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and / or reaching.

- 5.2 **Disability:** In the Act, “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 coordination, 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.
- 5.3 **Barrier:** Is anything that keeps someone with a disability from fully participating in all aspects of society because of their disability.
- 5.4 **Support Person:** a person who helps someone with a disability perform daily tasks.
- 5.5 **Guide Dog:** is 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.
- 5.6 **Service Animal:** an animal is 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.

6.0 REFERENCES / ASSOCIATED DOCUMENTS

- 6.1 Ontario. Ministry of Citizenship, 2002. “Ontarians with Disabilities Act, 2001” Bill 125. Toronto, Queen’s Printer. www.gov.on.ca/citizenship/accessibility/english/act2001.htm
- Ontario. Ministry of Citizenship, 2002. “A Guide to Annual Accessibility Planning under the Ontarians with Disabilities Act, 2001”. Toronto, Queen’s Printer. www.gov.on.ca/citizenship/accessibility/english/accessibleplanningguide.htm
- 6.2 Accessibility for Ontarian’s with Disabilities Act (AODA) 2005
- 6.3 Headwaters Health Care Centre Annual Accessibility Policy and Plan



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HUMAN RESOURCES POLICY

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- 6.4 Farm Mutual Reinsurance Plan Customer Service Policy: Providing Goods and Services to People with Disabilities
- 6.5 Accommodating Employees Policy
- 6.6 HR Downloads