

## Purpose

We are committed to ensuring the services and employment opportunities we provide are as accessible as possible to persons with a disability and are compliant with *the Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

To fulfil this commitment, we have developed policies, procedures and practices that adhere to the legislation. These policies and procedures will be reviewed and revised as necessary to ensure access and accommodation for all persons with a disability.

## Scope

This policy applies to all McConville Omni Insurance Brokers Ltd. employees.

## Our Commitment

We strive at all times to provide our goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others.

### Providing Good, Services & Opportunities to People with Disabilities

We are committed to equality and excellence in serving all, including people with disabilities. This commitment is demonstrated in the following areas:

#### Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. Our staff are familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

#### Communication

McConville Omni employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability. Upon request, we will make all reasonable efforts to arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to a disability and at no additional cost to the person. Our website has been redesigned to comply with all accessibility standards – World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. Our third party website host continues to assess and update our existing website to ensure compliance.

#### Employment

McConville Omni Insurance Brokers Ltd. is committed to inclusive, fair and accessible employment practices at all stages of the employment lifecycle. We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development, and career progression. We proudly provide all employees equal opportunities for advancement.

#### Facilities

We are committed to ensuring that our premises are welcoming and accessible to people with disabilities.

### Service Animals

We welcome people with disabilities and their approved service animals. Service animals are allowed on the parts of our premises that are open to the public.

### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises or any off-site events. 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 our premises. Fees will not be charged for support persons.

### Notice of Temporary Disruption

We will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This disruption to our facilities may include access to the elevator and/or the accessible washroom (if applicable to the location).

### Training

All employees have received AODA training to date. All new hires must take part in the training as part of their onboarding. Ongoing training is provided when there changes made to these policies, practices, and procedures or the legislation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, workplace emergency response information and all other necessary regulations.
- Our plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Our policies, practices and procedures related to the required legislative standards.

### Feedback process

Customers who wish to provide feedback on the way we provide goods and services to people with disabilities can either call us, speak to us in person, email us at [info@mcconvilleomni.ca](mailto:info@mcconvilleomni.ca) or submit their feedback via our website [www.mcconvilleomni.ca](http://www.mcconvilleomni.ca) All feedback, including complaints, will be directed to Human Resources and responses will follow within three (3) business days.

McConville Omni will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communications supports on request. If you have any questions, you may contact HR directly at 519 673 0880 ext. 307

### Modifications to this or other policies

Any company policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

A copy of this Accessible Customer Service Policy is available upon request.



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