

Bill 118, Accessibility for Ontarians and Disabilities Act (AODA) Communication Guide

Bill 118, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was given Royal Assent on June 13, 2005. Under this Act, Ontario is developing accessibility standards for persons with disabilities in order to eliminate barriers in critical areas of everyday life, specifically: customer service, transportation, employment, information and communications, and the built environment, which includes buildings and other structures. The customer service standard is the first of five standards that will help lead the way to a barrier free Ontario by 2025.

This accessibility standard will hold organizations responsible for identifying, removing and preventing barriers associated with accessibility. Under this Act, every business and organization in Ontario that provides goods or services to the public or other organizations, including small businesses and insurance brokerages, have until January 1, 2012 to comply with the Customer Service Standard.

CCV Insurance & Financial Services Inc. is committed to establishing, implementing and enforcing accessibility standards in efforts to successfully achieve accessibility for Ontarians with disabilities. Our policies and procedures aim at transforming our **customer service operations** accessible to all people with disabilities. **A copy of our Customer Service Standard Policy is available upon request.**

Please also note the following Employer Requirements under this Act:

1. Develop and implement customer service policies and procedures for serving people with disabilities.
2. Ensure that policies and procedures are consistent with the prescribed principles of independence, dignity, integration and equality of opportunity.
3. Develop and implement a policy on allowing people to use their own assistive devices (cane, wheelchair, etc) to access our goods and services.
4. Communicate with a person with a disability in a manner that takes into account his or her individual disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in areas of CCV Insurance & Financial Services Inc. that are open to the public.
6. Permit people with disabilities who rely on a support person to bring that person with them while accessing our services.
7. Where admission fees are charged, post information about what our policy is regarding a fee, if any, that would be charged for a support person of a person with a disability.
8. CCV Insurance & Financial Services Inc. will inform people of when our facilities or services for people with disabilities (elevator, accessible washroom, etc) are out of order and when is the expected date of resumption of these facilities.
9. CCV Insurance & Financial Services Inc. will train staff, volunteers, and contractors to serve customers with disabilities, in accordance with or better than legislative requirements.
10. Let customers with disabilities provide feedback on how we met their needs and establish a process to respond and take action on their feedback or concerns on a timely basis.

Additionally, as an office that employs 20 or more employees are required to:

1. Complete an online report on AODA compliance.
2. Document all policies and procedures on how accessible customer service is provided.
3. Notify customers that all documents required by the customer service standard are available upon request.
4. When providing documents required by the customer service standard, make sure the information is in a format that takes into account the person's disability.

NOTE: additional AODA compliance updates and requirements are to be expected in the future as additional standards come into force.

If you believe that our workplace has barriers which prevent a person with a disability from using our services or any other accessibility issues, we ask that you inform Carolyn Walsh or any member of the Management Team as soon as you become aware of this. A copy of our Feedback form is attached for completion.

The Workplace Accessibility Barriers Assessment is an organization wide assessment that aims at ensuring that we meet the legislative requirements as set out in Bill 118, the Accessibility for Ontarians with Disabilities Act, Customer Service Standards prior to January 1, 2012.

The Workplace Accessibility Barriers Assessment tool will be completed by Carolyn Walsh with input from CCV's Health & Safety Committee, on a periodic basis. The results of this assessment will be made available to all employees, including the implementation of action items to reduce identified opportunities for reducing accessibility issues.

If you have any questions about the information contained herein, or in the attached policies, please contact Carolyn Walsh or any member of the Management Team.

We aim to achieve a barrier free workplace and ensure our customer service operations are accessible to people with disabilities. We appreciate your support in this ongoing effort.

Title: Customer Feedback Form – AODA – Bill 118
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New: December 2011

Dear Valued Customers,

We strive to improve accessibility for our customers. We would like to hear your comments, questions and suggestions about the provision of our goods or services. Please complete the Customer Feedback Form below or contact Carolyn Walsh or any member of the executive in person, by mail or at 905-459-6066 to share your comments.

Thank you!

CCV Insurance & Financial Services Management

Customer Feedback Form

We thank you for visiting CCV Insurance & Financial Services

1. Please tell us the date and time of your visit:

2. Did we appropriately respond to your customer needs today?
 YES NO (please explain below)

3. Was our customer service provided to you in a timely manner?
 YES SOMEWHAT NO (please explain below)

4. Was our customer service provided to you in a helpful manner?
 YES SOMEWHAT NO (please explain below)

5. Did you have any problems accessing our goods and services?
- YES SOMEWHAT NO (please explain below)

6. Please add any other comments you may have:

7. Contact information (optional)*:

Kindly forward to:

CCV Insurance & Financial Services Inc.
32 Queen St. W., Brampton, On L6X 1A1
Attn: Carolyn Walsh
Or email to: cwalsh@ccvinsurance.com

***Please note:** The information collected will be utilized and stored in compliance with the PIPEDA **Personal Information Protection and Electronic Documents Act**, 2005. For information on the Act, please visit: http://www.priv.gc.ca/information/guide_e.cfm