

# Accessible Customer Service Plan

## Providing Services to People with Disabilities

Orr Insurance Brokers Inc. and Orr Insurance Huron Inc. (“Orr”) is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

We welcome people with disabilities and their 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. No Fees will be charged for support persons.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Orr will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the entrance of all locations.

### **Training**

Orr Insurance Brokers Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. This training will be provided to staff prior to the completion of their 3 month probationary period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Orr’s 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
- How to use any assistive devices available on-site or otherwise that may help with providing services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Orr’s services.

Staff will also be trained when changes are made to our plan.

### **Feedback process**

Customers who wish to provide feedback on the way Orr provides services to people with disabilities can contact:

Rick Orr, CIP  
Orr Insurance Brokers Inc.  
50 Cobourg St, Stratford, ON, N5A 3E5

Phone: 519.271.4340  
Fax: 519.271.7626  
Email: [info@orrinsurance.net](mailto:info@orrinsurance.net)

All feedback, including complaints, will be responded to and can expect to hear back in 2 business days)

### **Modifications to this or other policies**

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