

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Skipwith & Associates Insurance Agency Inc. (will be referred to as Skipwith) 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.

- Fees will not 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 **6 Cumberland St, Barrie Skipwith** 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 6 Cumberland St, Barrie.

Training

Skipwith will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the

development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

Customer service representatives, sales associates, managers

This training will be provided to staff **3 months after hiring**.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Skipwith'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 the **equipment or devices wheelchair ramp available on-site or otherwise that may help with providing goods or services to people with disabilities]**
- What to do if a person with a disability is having difficulty in accessing **Skipwith's** goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **Skipwith** provides goods and services to people with disabilities can **e-mail, verbally, or lock box**.

All feedback, including complaints, will be **referred to the owner**.

Customers can expect to hear back in **3 days**.

Notice of availability

Skipwith will notify the public that our policies are available upon request on our website.

Modifications to this or other policies

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

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