

Ayr Farmers Mutual Accessibility Policy Statement Accessibility for Ontarians with Disabilities Act (AODA)

Reviewed – February 2024



Our AODA Mission

Our team of insurance professionals provide peace of mind while building strong relationships with our members.

Our AODA Commitment

Ayr Farmers Mutual Insurance Company (AFM) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Definitions

Guide dog: 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.

Service animal: An animal is a service animal for a person with a disability if:

- a. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators, such as the vest or harness worn by the animal; or
- b. The person is able to provide documentation from designated regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability.

Support person: In relation to a person with a disability, another person who accompanies them to help with communication, mobility, personal care, medical needs, or access to goods, services, and facilities.

Providing Accessible Products and Services

Ayr Farmers Mutual makes every reasonable effort to ensure that our policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- a. Ensuring all customers receive the same value and quality of service.

**Ayr Farmers Mutual Accessible Customer Service Policy
Accessibility for Ontarian's with Disabilities Act (AODA)**

Reviewed – December 2023



- b. Allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods and services, as long as this does not present a health and safety to anyone.
- c. Using alternative methods of access, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner. An example could be the use of elevators, guide dogs, service animals, or support persons, etc.
- d. Considering individual accommodation needs when providing goods and services.
- e. Communicating in a manner that considers the customer's disability.
- f. Providing training to all employees on customer service policies, practices, and procedures. This will include:
 - A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
 - A review of the requirements of the customer service standards.
 - 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 or require the assistance of a guide dog or other service animal or a support person.
 - Instructions on what to do if a person with a disability is having difficulty accessing our services.
 - AFM's policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

Notice of Temporary Disruptions

Ayr Farmers Mutual makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services. In some circumstances, notice may not be possible.

When disruptions occur without notice, the company informs customers by:

- Posting written notices in conspicuous places, including at the point of disruption, the main entrance, or on the company website.
- Informing customers verbally upon arrival.
- Contacting customers with appointments.
- By any other method that may be reasonable under the circumstances.

The following information is provided regarding the disruption, unless it is not readily available or known:



- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Expected duration.
- A description of alternative services or options that are available.

Customer Feedback

Ayr Farmers Mutual has established a feedback process to provide the public with the opportunity to provide feedback on how goods, services, and facilities are provided to customers with disabilities. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail).

The company addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues. Customers who wish to submit feedback should be directed to the HR Generalist, Jazlynn Ricker 1-800-265-8792 ext. 214 jazlynnR@ayrmutual.com.

Questions about this Policy

This policy exists to achieve service excellence to policyholders and clients with disabilities. Upon request, we will provide a response to questions about this policy, a copy of this policy, or the information contained within this policy, in a format that meets accessibility needs.

Requests should be directed to the HR Generalist, Jazlynn Ricker 1-800-265-8792 ext. 214 jazlynnR@ayrmutual.com.
