

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

Ontario School Boards' Insurance Exchange is committed to excellence in serving all customers including people with disabilities.

### **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices 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.

### **Training for staff**

Ontario School Boards' Insurance Exchange will provide training to employees.

Individuals in the following positions will be trained:

Managers, Administrative staff, Claims Examiners, Lawyers

This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Ontario School Boards' Insurance Exchange'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.

## Accessible Customer Service Plan

continued

- What to do if a person with a disability is having difficulty in accessing OSBIE's goods and services.

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

### Feedback process

Customers who wish to provide feedback on the way Ontario School Boards' Insurance Exchange provides goods and services to people with disabilities can:

- Email – [info@osbie.on.ca](mailto:info@osbie.on.ca)
- Verbally
- Telephone – 519-767-2182

All feedback will be directed to: Sandra Taylor, CFO

Customers can expect to hear back in 5 days.

Complaints will be addressed according to our organization's regular complaint management procedures.

### Modifications to this or other policies

Any policy of Ontario School Boards' Insurance Exchange that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.