



Accessibility (“AODA”) Policy

Consistent with Sutherland Insurance’s commitment to a workplace free of harassment and discrimination, as well our commitment to inclusion, it is the policy and practice of Sutherland Insurance that we treat all clients, employees, suppliers, business partners, visitors and other third partners we encounter during the course of providing our services, with fairness, respect, dignity and courtesy.

The Accessibility for Ontarians with Disabilities Act (2005) (“AODA”) was developed with the purpose of developing, implementing, and enforcing accessibility standards across Ontario in order to achieve accessibility for persons with disabilities with respect to the provision of, and access to, goods and services.

Definition – Persons with Disabilities (AODA, 2005)

A person with a disability means,

- a) A physical disability
- b) A mental impairment or development disability, or mental disorder
- c) A learning disability
- d) An injury or disability in which benefits are received under the Workplace Safety and Insurance Act, 1997

For the purposes of this policy and per our compliance requirements, Sutherland Insurance has addressed the Integrated Accessibility Standards Regulation.

Customer Service Standards:

1. Provision of goods and services to persons with disabilities
2. The use of Assistive Devices by persons with disabilities
3. The use of Service Animals by persons with disabilities
4. The use of Support Persons by persons with disabilities
5. Notice of Service or Facilities Disruptions
6. Employee Training
7. Feedback process regarding the provision of goods and services to persons with disabilities
8. Notice of Availability and Format of Documents



This policy is guided by the following “General Principles” as outlined in AODA:

Dignity - Goods and services are provided in a manner that is respectful to persons with disabilities and does not diminish the person’s importance.

Independence – Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration – Persons with a disability can access all goods and services. This may require alternative formats and a flexible approach. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity – Services are provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Scope

This policy applies to the delivery of all services in the Province of Ontario by Sutherland Insurance, by any means, including in person, by telephone, electronically, by mail, visually, verbally or by written means.

The policy applies to all Sutherland Insurance employees, volunteers and contract workers (agency, independent contractors, third party, joint venture employees, etc.) who work in Ontario and third parties who interact with the public on behalf of Sutherland Insurance.

Policy and Procedures

Providing Goods and Services to People with Disabilities

Sutherland Insurance is committed to serving all individuals including persons with disabilities and will carry out its functions and responsibilities to ensure that policies, procedures, and practices are consistent with the general principles.

Communication

Sutherland Insurance is committed to communicating with persons with disabilities in ways that take into consideration their disability. To achieve this, Sutherland Insurance will:

1. Train employees, contractors and volunteers on how to interact and communicate with persons with disabilities guided by the general principles.



2. Offer reasonable alternative communication formats that will meet the needs of the individual, and
3. Provide documents that will meet the needs of the client in a timely fashion.

Assistive Devices

Personal assistive devices and technologies are permitted in all areas of the Sutherland Insurance facility. Exceptions may occur when Sutherland Insurance determines that the assistive device may pose a risk to the health and safety of the person with a disability or to others on the premises. In these situations, if a person with a disability is hindered from accessing services, Sutherland Insurance will endeavour to accommodate the individual by providing an alternative where possible. Sutherland Insurance will train on an ongoing basis, current and future employees and contingent workers in the use of assistive devices and technologies. It should be noted that the provision, use and safety of personal assistive devices and technologies are the responsibility of the person with a disability.

Service Animals

Definition – Service Animal (AODA, 2005)

An animal is a service animal for a person with a disability,

- a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) If the person provides a letter from a physician or nurse confirming that that person requires the animal for reasons relating to the disability.
- c) A service animal is not a pet.

Sutherland Insurance welcomes individuals with disabilities and their service animals. Service animals may accompany the individual in any area of Sutherland Insurance's facility that is not prohibited by law. There may be circumstances where the health and safety of another person is at risk when allowing service animals in the office. (For example, if an individual has severe allergies to animals, or in an environment where machinery or other equipment are located.) In these situations, if a person with a disability is hindered from accessing services, Sutherland Insurance will endeavour to accommodate the individual by providing alternative arrangements where possible. For example, an alternative meeting format, delivery of service at an alternative time/location, etc.

Support Persons

Definition – Support Persons (AODA, 2005)



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“Support Person” means, with relation to a person with a disability, another person who accompanies him or her in order to help with communications, mobility, personal care or other medical needs or with access to goods or services.

Sutherland Insurance is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability will be allowed to access any part of Sutherland Insurance’s facility. There may be situations where confidential or proprietary information relating to Sutherland Insurance is discussed and, in these situations, Sutherland Insurance reserves the right to request support persons to sign a confidentiality or non-disclosure agreement to allow support persons to accompany the person with a disability.

Sutherland Insurance may hold events, and workshops sponsored by Sutherland Insurance or by third parties that are outside daily work and/or office premises. For such events, support persons are permitted entry except where there is a fee that is payable by Sutherland Insurance or where the support persons have not pre-registered and/or the event does not have vacancy. Support persons will be responsible for their own costs to attend such events.

Individuals with support persons are encouraged to inform relevant persons of their participation/attendance.

If the support persons are necessary due to the health and safety of a person with disabilities, or that of others, Sutherland Insurance will require that the support person accompany the individual.

Notice of Temporary Service or Facility

In the event that temporary service or facility disruptions occur that would limit persons with disabilities from gaining access to Sutherland Insurance services or facilities Sutherland Insurance will post a notice conspicuously and appropriately at the location of the disruption and on the Sutherland Insurance website. When disruption is planned, advance notice will be given.

Training

To create awareness and ensure compliance, AODA training is mandatory for all employees and contingent workers in Ontario. Managers and other Senior Leadership are responsible for ensuring that all employees and contingent workers comply with this policy. Human Resources will assist in supporting compliance with education materials and reporting.

Training shall include:

1. Review of the purpose of the AODA legislation and the Integrated Accessibility Standards
2. How to interact and communicate with persons with various types of disabilities
3. How to interact and communicate with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person



4. The location of and instruction in the use of the available equipment or devices that may assist with the provision of services to persons with disabilities
5. What to do if a person with a disability is having difficulty in accessing Sutherland Insurance services or facilities
6. Current policies and procedures relating to the integrated accessibility standards

Documentation of training of employees, volunteers and contract workers shall be maintained by Rebecca Adam.

All new employees, volunteers and contract workers are required to complete AODA training with 45 days of their start date. In addition, all employees, volunteers and contract workers will be required to receive additional training should it be deemed that there are material updates to the course and/or the legislation.

Records will be kept indicating the date and training provided.

Third party organizations providing goods or services on behalf of Sutherland Insurance to Ontarians are required to provide relevant training, learning opportunities or direction to their employees and volunteers regarding their roles and responsibilities under AODA.

Feedback Process

Feedback about the delivery of our services to persons with disabilities is welcomed as it may identify areas that require change and assist in continuous service improvement. Such feedback may be provided in person by persons with disabilities directly to Rebecca Adam, Director of People & Workplace via phone, email, or mail:

519-822-0160

radam@sutherlandinsurance.com

Sutherland Insurance
240 Victoria Road North
Guelph, ON N1H 6K9

Internally, the feedback can be directed to Rebecca Adam.

All documents required by the Accessibility Standards for Customer Service including Sutherland Insurance's AODA policy, notices of temporary disruptions, training and training records and feedback processes are available upon request subject to the Freedom of Information and Protection of Privacy Act. When providing these documents to a person with a disability, Sutherland Insurance will endeavour to provide the document, or the information contained in the document, in a format that takes into account the person's disability in a timely manner.