

Accessible Customer Service Plan - Providing Services to People with Disabilities

Mainstay Insurance Brokerage Inc. is committed to excellence in serving all customers including those with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our 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 in all parts of our business.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Mainstay Insurance Brokerage Inc. 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.

Training

Mainstay Insurance Brokerage Inc. 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.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Mainstay Insurance Brokerage Inc.'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
- What to do if a person with a disability is having difficulty in accessing Mainstay Insurance Brokerage Inc.'s goods and services

Feedback process

Customers who wish to provide feedback on the way Mainstay Insurance Brokerage Inc. provides goods and services to people with disabilities can via e-mail to feedback@mainstayinsurance.ca All feedback, including complaints, will be handled promptly.

Notice of availability

Mainstay Insurance Brokerage Inc. will notify the public that our policies are available upon request.

Modifications to this or other policies

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