



## ***AODA – Accessibility for Ontarians with Disabilities Act Customer Service Policy***

This Policy is available in alternate formats upon request.

National Truck League Insurance Solutions is committed to excellence in serving all clients, including people with disabilities, in a way that respects their dignity and independence of persons.

A disability, according to the *Ontario Human Rights Code*, covers a wide range of conditions, not all of which are visible or present from birth. Some examples of disabilities are mental disorders, hearing or vision impairments, physical disabilities, or drug or alcohol dependencies.

This Policy has been prepared to meet the compliance requirements of the AODA Customer Service Standard and to articulate what people may expect from National Truck League in regard to this standard. National Truck League's Accessible Service Provision Policy is intended to benefit the full range of persons with disabilities, as defined in the *Ontario Human Rights Code*. National Truck League believes that whether a person's disability is apparent or not, that person should be treated with courtesy, made to feel welcome, and have his or her needs respected whenever they interact with National Truck League.

### ***Assistive Devices***

National Truck League will ensure that employees know how to use any assistive devices available in providing National Truck League's services and policies.

### ***Use of Service Animals and Support Persons***

Persons with disabilities may bring their service animals into the offices of National Truck League premises that are open to the public or other third parties.

On rare occasions, a service animal may not be permitted to enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.



Any person with a disability who is accompanied by a support person will be allowed to enter National Truck League premises open to the public or other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on National Truck League's premises.

National Truck League will notify guests of this Policy with notices posted on National Truck League's website.

### ***Communication***

National Truck League employees will communicate with persons with disabilities in ways that both take into account their disabilities and respect them as individual persons. Employees will speak directly to persons with disabilities and ask them how best they can meet their needs. Employees will not assume to know what a person with a disability needs.

### ***Feedback Process***

The ultimate goal of this Policy is to meet service delivery expectations while responding to the requests of individuals with disabilities. Clients who wish to provide feedback on the way National Truck League provides service to people with disabilities can submit their feedback

- via email from the website, or
- verbally, by asking to speak to a Manager.

Privacy will be respected and all feedback, including complaints, will be directed to the Manager for review and remedial action.

Individuals offering feedback can expect acknowledgement of that feedback within a week of its receipt, if they have provided a contact method.

### ***Notice of Temporary Disruptions***

In the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities, National Truck League will notify guests as soon as possible. This notice will include information about the reason for the disruption, how long the



disruption is expected to last, and a description of any alternative facilities or services, if available.

### ***Training***

National Truck League will provide training about the provision of accessible services to employees, contractors, and others who interact with people who wish to obtain, use, or benefit from services provided by National Truck League. People accessing services include, but are not limited to, clients, guests and employees of National Truck League. Training will also be provided to every person involved in the development of policies, practices, and procedures regarding the provision of goods and services.

Training will occur as part of National Truck League's onboarding training and whenever changes are made to relevant policies, practices, or procedures. Training will include the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- National Truck League's plan related to the guest 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 National Truck League's services
- The duties of both an employee and National Truck League with respect to accommodation

### ***Availability***

National Truck League will notify the public that this policy is available upon request by emailing their request to National Truck League through the website.

### ***Modification of this and other National Truck League Policies***

Any of National Truck League's policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.



### ***Employee Responsibilities***

National Truck League's accommodation policies also apply to employees. Any employee that requires accommodation has certain responsibilities:

- tell your manager of your disability-related needs as they are related to your job duties.
- provide supporting information about your disability-related needs where needed. This may mean providing medical opinion or other expert options.
- assist management in looking at possible accommodation solutions.

### ***National Truck League Responsibilities***

We value our employees, and as such, National Truck League commits to:

- accept requests for accommodation from employees and clients in good faith,
- ask only for information needed to provide an accommodation,
- actively look for solutions that meet our employees' and clients' needs,
- deal with accommodation requests quickly and institute temporary solutions while looking for long-term ones,
- keep all information about an employee's disability confidential, and
- cover the costs of all accommodations.