



Our customer service policy

Hay Mutual Insurance Company is committed to excellence in serving all customers including people 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 goods and 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. Due to the confidential nature of many of the conversations between Hay Mutual Insurance Company and customers, consent from the customer with a disability for us to discuss confidential information with the support person will be required.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Hay Mutual Insurance Company will notify customers promptly. These services and facilities include, but are not limited to:

- Accessible parking spots
- Accessible door openers
- Accessible washrooms

This notice will be placed at all public entrances and service counters on our premises and will include information about the reason for the disruption, its anticipated length of time and a description of alternative services or facilities available.

Training for staff

Hay Mutual Insurance Company will provide training to employees, volunteers and others who deal with the public or with third parties on our behalf. Individuals in the following positions will be trained:

- Management
- Office staff
- Sales agents
- Directors

In addition to current people in the above listed positions, this training will be provided as a part of the hiring process for all new hires and will be delivered as an electronic presentation or reading materials depending on the individuals request.

Hay Mutual Insurance Company will keep a record of all staff that undergoes training, including the date the training took place.

The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Hay Mutual Insurance Company'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 Hay Mutual Insurance Company's goods and services.

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

Feedback process

Customers who wish to provide feedback on the way Hay Mutual Insurance Company provides goods and services to people with disabilities can complete a feedback form by clicking [here](#), sending an email to staff@haymutual.on.ca or requesting a paper copy of the feedback form.

All feedback will be directed to Hay Mutual Insurance Company's Health and Safety Committee. The feedback will be used to improve customer service. The author of the feedback, if requested, will receive a response within 14 days.

Modifications to this or other policies

Any policy of Hay Mutual Insurance Company that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

