

# Desjardins Insurance Accessibility standards



## Accessibility for persons with disabilities a priority!

Desjardins Insurance\* is committed to providing excellent service to all clients, including persons with disabilities.

- Policies and procedures have been put in place.
- Employees who provide goods and services to persons with disabilities have been trained as needed.
- Information documents on these policies and procedures are available on request.

### Assistive devices and equipment

All our employees receive the necessary training and are familiar with the various assistive devices and equipment that persons with disabilities may need to use to access our goods and services.

### Website

We are working on an ongoing improvement project to provide easier navigation for people with disabilities and will be transitioning to a fully accessible website by 2021.

### Communication

Employees take disabilities into account when communicating with persons with disabilities.

### Service animals

Persons with disabilities may bring their service animals on all premises that are open to the public and/or to third parties.

### Support persons

Persons with disabilities have the right to bring a support person with them on our premises. When their files contain confidential personal information, staff reserves the right to ask for the consent of the person with a disability before discussing his or her file in the presence of the support person. Staff may require the support person to sign a confidentiality agreement as necessary.

### Temporary service interruption notice

Persons with disabilities will be informed as soon as possible of any temporary interruption of service. A notice will be posted in a highly visible location at premises located in Ontario and/or online to inform you of:

- the reasons for the temporary interruption
- the anticipated length of the interruption
- the alternate services and facilities available until
- the situation returns to normal, where applicable.

### Employee training

Our employees and representatives who deal with persons with disabilities receive training on how persons with disabilities can access our services.

The people who develop our accessibility policies have also been apprised of the main legal requirements.

This training will also be provided to all new hires.

#### Training will cover the following topics

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and requirements under the client service standard
- An overview of our policy on service accessibility for persons with disabilities

- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or equipment or who require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing our goods or services.

**This training will be provided on an ongoing basis in the event major changes are made to the policy.**

For more information or to tell us what you think about accessibility at Desjardins Insurance:

• **By Internet:**

<https://www.desjardinsagents.com/customer-care/accessibility>

• **By phone:**

1-877-370-3276

• **By mail:**

Office of the Complaint Liaison  
Officer/Disability Services Feedback  
333 First Commerce Dr  
Aurora, Ontario L4G 8A4

### To serve you better

If you have any questions, comments or requests concerning the accessibility of our Internet and mobile solutions, please get in touch:

- By phone: 1-866-710-4760

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