

OPTRUST
ACCESSIBILITY
STANDARDS
FOR CUSTOMER
SERVICE

DECLARATION OF
**ACCESSIBLE
CUSTOMER
SERVICE**



The *Accessibility Standards for Customer Service* regulation, under the *Accessibility for Ontarians with Disabilities Act, 2005*, requires certain practices and procedures to be adopted by service providers in order to remove barriers to the customer experience of people with disabilities.

Equally, when third parties are involved in providing customers with goods and services, on behalf of OPTrust, they must be provided in a manner that respects the dignity, worth and right to equity of all OPTrust's customers, including customers with disabilities. The processes for providing goods and services from/or on behalf of OPTrust are designed to ensure the greatest independence for customers with disabilities.

ACCESSIBILITY LEGISLATION AND POLICY

Our customer service policies, practices and procedures reflect and respect the accessibility content of the *Accessibility Standards for Customer Service* regulation.

SUPPORT PEOPLE

While obtaining goods and services, customers with disabilities will be allowed to have their support people with them at all times, in all public locations on these premises.

SERVICE ANIMALS

While obtaining goods and services, customers with disabilities will be allowed to have their service animals with them at all times, in all public locations, where permitted by law, on these premises.

If municipal legislation does not permit service animals on the premises, on-site accessibility assistance will be provided or an alternative source of accessible service provision will be suggested.

SERVICE DISRUPTIONS

If a service delivery channel is temporarily disrupted, a notice will be posted informing customers with disabilities of why the service is disrupted, how long the disruption is anticipated to last, and how alternative means can be taken to obtain the services, whenever that is possible.

CUSTOMER FEEDBACK

Customers with disabilities are encouraged to provide their comments in promotion of our services, suggestions for service improvements or file complaints. Feedback will be accepted in writing, in person, by telephone, and online. Customers will receive a response outlining the receipt of the feedback and the actions that will be taken to address any issues.

TRAINING

Staff is trained on the use of various assistive devices used by customers with disabilities. Staff will strive to communicate with people with disabilities in a way that takes into account the disability and follows the accessibility principles.

DOCUMENTATION ON ACCESSIBLE CUSTOMER SERVICE

The following documents are available for handout upon request to all customers, including customers with disabilities, their support people, and third-party representatives of people with disabilities:

- Declaration of Accessible Customer Service
- Accessible Customer Service Policy
- Notice of Accessible Customer Service Practices

OPTRUST ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE



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