



**LAWYERS' PROFESSIONAL INDEMNITY COMPANY**

## **Accessible Customer Service Policies, Practices and Procedures**

**Lawyers' Professional Indemnity Company (LAWPRO)** is committed to excellence in serving all customers, including people with disabilities.

### **Assistive devices**

We will ensure that individuals who deal with the public on our premises and on our behalf receive training in connection with assistive devices, if any, on our premises that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

A person with a disability who is accompanied by a service animal will be allowed to have that service animal accompany them on our premises.

### **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 temporary disruption to services or facilities usually used by customers with disabilities, LAWPRO will notify such 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 any, that are available.

The notice will be placed at 250 Yonge Street, Suite 3101, Toronto and on LAWPRO's applicable websites or otherwise as is reasonable in the circumstances.

## **Training for staff**

LAWPRO will provide training to all of our employees and volunteers, and any other person who provides goods, services and facilities on our behalf, if any<sup>1</sup>. This training will be provided to the applicable persons as soon as practicable.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- LAWPRO's Accessible Customer Service Policies, Practices and Procedures;
- 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; and
- What to do if a person with a disability has a difficulty or feedback with respect to accessing LAWPRO's goods, services and facilities.

Applicable persons will also be trained on any changes that are made to this accessible customer service plan.

## **Feedback process**

Customers who wish to provide feedback on the way LAWPRO provides goods, services and facilities to people with disabilities or whether our process properly provides for the provision or arrangement of accessible formats and communication supports can contact us in person, by phone, fax, regular mail or email. All feedback will be directed to Stephen R. Freedman, General Counsel & Chief Privacy Officer. Customers can expect to hear back within 30 days if a response is requested. Complaints will be addressed according to our organization's regular complaint management procedures.

## **Modifications to this or other policies**

Any policy of LAWPRO governing the provision of its goods, services or facilities to people with disabilities that does not respect the dignity and independence of such people will be modified or removed.

NOTE: The documents required by the Customer Service Standard under the *Accessibility for Ontarians with Disabilities Act, 2005* (i.e. the above) are available upon request.

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<sup>1</sup> This does not include training for individuals employed by another organization that is governed by the customer service standard under the *Accessibility for Ontarians with Disabilities Act, 2005*.