

# Accessible Customer Service Policy

## Version control

<b>Document Name:</b>	Pacific Life Re Retro Accessible Employment Standards Policy
<b>Document Number:</b>	1.0
<b>Document Owner:</b>	VP, HR
<b>Purpose:</b>	The purpose of this policy is to set out customer service standards guidelines to follow in accordance with the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>
<b>Scope:</b>	This policy covers all clients of Pacific Services Canada Limited ("PSCL")

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## Summary

This policy refers to Pacific Life Re Retro, hereafter referred to as “Pacific Life Re Retro”, “the Company”, “us” or “we”. Employees of the Company may hereafter be referred to as “the employee” or “you”.

Pacific Services Canada Limited (“PSCL”) is committed to meeting its requirements under the **Accessibility for Ontarians with Disabilities Act, 2005** and the **Integrated Accessibility Standards Regulation** (together, the “AODA”). We strive to ensure our services are provided to client representatives with disabilities in a manner that respects the dignity and independence of those individuals.

You should familiarize yourself with this policy and you will be required to comply with it at all times. This policy does not form part of your contract of employment and it can be amended at any time as legislation changes.

## Principles

Pacific Life Re will. . .	You will. . .
Support you in an accessible manner that meets your individual needs.	Make us aware of any accessibility requirement at the earliest convenience and inform of us how we can support you.

## Eligibility

All clients who may enter our premises, access our information, or use our services, will be provided with accessible supports.

## Accessible Communication

PSCL will communicate with client representatives in a manner that takes into account their disabilities. For example, employees may communicate with persons with disabilities by changing the method of communication or making the original communication more accessible. Staff will work with the person with the disability to determine what method of communication works best for them.

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## Assistive Devices

Client representatives with disabilities may use their own assistive devices (for example, wheelchairs, braille, or digital audio players) to access our services. PSCL will ensure its staff is familiar with various assistive devices that may be used by persons with disabilities.

## Service Animals and Support Persons

PSCL welcomes client representatives with disabilities who use service animals. Service animals are allowed on the parts of our premises that are open to the public or other third parties, in accordance with applicable law.

Any client representative with a disability who is accompanied by a support person is allowed to have that support person accompany them on PSCL premises. Appropriate measures will be taken to deal with any confidentiality issues raised by the presence of a support person. Such measures will be determined on a case by case basis, having regard to the specific needs of the person with the disability.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to any of its facilities or services usually used by persons with disabilities (for example elevators, escalators, accessible washrooms), PSCL will notify individuals of the disruption promptly. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted and/or communicated to client representatives with disabilities in a manner that is reasonable in the circumstances.

## Staff Training

PSCL will provide training to all staff who interact with its clients, as well as to those involved in the development of its client service policies, as required by applicable law.

In general terms, such training will include the following:

- A review of the purposes of the AODA and the requirements of the accessibility standard for customer service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person; and
- What to do if a person with a disability is having difficulties accessing PSCL's services.

Staff will be training on an ongoing basis in connection with changes to this Policy. PSCL will keep appropriate records of the training provided, including the date the training was provided and the number of people to whom it was provided.

## Feedback Process

Clients are encouraged to provide feedback on the way PSCL provides services to client representatives with disabilities. Feedback can be directed to:

Melissa Kurz

VP, Human Resources

Telephone: (416) 408-9971

Facsimile: (416) 779-9209

Melissa.Kurz@PacificLifeRe.com

375 University Avenue, Suite 600

Toronto, Ontario M5G 2J5

Individuals can generally expect a response or preliminary response within 15 business days of receipt by PSCL of the feedback, if the nature of the feedback requires a response.

## Changes to this Policy

A copy of this Policy is available in an accessible format, upon request. Any material changes to this Policy must be approved by PL Re Retro AVP Legal Counsel.