

Notice to all Employees and Contractors at McLean & Dickey Ltd. :

Bill 118, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was given Royal Assent on June 13, 2005. Under this Act, Ontario is developing accessibility standards for persons with disabilities in order to eliminate barriers in critical areas of everyday life, specifically: customer service, transportation, employment, information and communications, and the built environment, which includes buildings and other structures. The customer service standard is the first of five standards that will help lead the way to a barrier free Ontario by 2025.

This accessibility standard will hold organizations responsible for identifying, removing and preventing barriers associated with accessibility. Under this Act, every business and organization in Ontario that provides goods or services to the public or other organizations, including small businesses and insurance brokerages, have until January 1, 2012 to comply. We want to begin preparing for this deadline in advance to ensure that we meet the requirements, the Workplace Accessibility Barriers Assessment tool and Customer Service Standard policy and procedures will enable us towards developing a barrier free workplace.

McLean & Dickey is committed to establishing, implementing and enforcing accessibility standards in an effort to successfully achieve accessibility for Ontarians with disabilities. Our policies and procedures will aim at transforming our **customer service operations** to be accessible to all people with disabilities.

Employees are required to review the attached policies, sign the attached acknowledgement form and return it to Cathie Lamb within 30 days of receipt, or upon hire, whichever is earlier. Please note that these new policies have been posted on the Shared Drive under Employee HR policies for all to see.

Please also note the following Employer Requirements under this Act:

1. Develop and implement customer service policies and procedures for serving people with disabilities.
2. Ensure that policies and procedures are consistent with the prescribed principles of independence, dignity, integration and equality of opportunity.
3. Develop and implement a policy on allowing people to use their own assistive devices (cane, wheelchair, etc) to access our goods and services.
4. Communicate with a person with a disability in a manner that takes into account his or her individual disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in areas of McLean & Dickey Ltd. that are open to the public.
6. Permit people with disabilities who rely on a support person to bring that person with them while accessing our services.

7. McLean & Dickey Ltd. will inform people of when our facilities or services for people with disabilities (accessible washroom, etc) are out of order and when is the expected date of resumption of these facilities.
8. McLean & Dickey Ltd. will train staff, volunteers, and contractors to serve customers with disabilities, in accordance with or better than legislative requirements.
9. Let customers with disabilities provide feedback on how we met their needs and establish a process to respond and take action on their feedback or concerns on a timely basis.

Additionally, Brokerages that employ 20 or more employees are required to:

1. Complete an online report on AODA compliance.
2. Document all policies and procedures on how accessible customer service is provided.
3. Notify customers that all documents required by the customer service standard are available upon request.
4. When providing documents required by the customer service standard, make sure the information is in a format that takes into account the person's disability.

NOTE: additional AODA compliance updates and requirements are to be expected in the future as additional standards come into force.

If you believe that our workplace has barriers which prevent a person with a disability from using our services or any other accessibility issues, we ask that you inform Danielle Tisi as soon as you become aware of this.

The Workplace Accessibility Barriers Assessment is an organization wide assessment that aims at ensuring that we meet the legislative requirements as set out in Bill 118, the Accessibility for Ontarians with Disabilities Act, Customer Service Standards prior to January 1, 2012.

The Workplace Accessibility Barriers Assessment tool will be completed by Cathie Lamb, with input from all departments, on a periodic basis. The results of this assessment will be made available to all employees, including the implementation of action items to reduce identified opportunities for reducing accessibility issues.

If you have any questions about the information contained herein, or in the attached policies, please contact Danielle Tisi.

We aim to achieve a barrier free workplace and ensure our customer service operations are accessible to people with disabilities. We appreciate your support in this ongoing effort.