

Reider Accessibility Standard for Customer Service

Statement of Commitment:

Reider Insurance is committed to the *Accessibility for Manitobans Act* and its accessibility standards, as well as complying with The Accessibility Customer Service Standard under *The Accessibility for Manitobans Act*.

Reider Insurance is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity and equality of opportunity for people with disabilities.

1. Communication

Policy Statement: Reider Insurance will communicate with people disabled by barriers in ways that take into account the nature of the barrier. Reider Insurance will work with the customer to determine the barrier and what method of communication works for them.

2. Assistive devices

Policy Statement: People with disabilities may use their personal assistive devices when accessing our services or facilities. Assistive devices can include wheelchairs, scooters, walkers, hearing aids, listening devices, magnifying glasses, white canes, communication boards or computers.

3. Support persons

Policy Statement: A person with a disability is welcomed to be accompanied by a support person.

4. Service animals

Policy Statement: Reider Insurance welcomes people with disabilities and their service animals. Service animals are allowed in the parts of our premises that are open to the public.

5. Maintain Barrier Free Access

Policy Statement: Reider Insurance will maintain barrier-free access.

6. Notice of temporary disruption of Accessible Services

Policy Statement: In the event of a planned or unexpected disruption of an accessible service such as automatic doors, the public will be notified about the disruption, the reason for the disruption, its anticipated length and a description of alternative facilities or services, if available.

7. Feedback process

Policy Statement: Reider Insurance welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

8. Training

Policy Statement: All current and new employees will receive training on accessible customer service, including The Human Rights Code (Manitoba).

Please visit

www.accessibilitymb.ca

or

www.manitobahumanrights.ca

for more information.