

ACCESSIBILITY STATEMENT

Statement of Commitment

Salus Mutual Insurance Company (“Salus Mutual”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. Salus Mutual will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

Accessibility

Our Company regulations, plans, policies, procedures, and practices have been developed to meet the requirements of O. Reg. 191/11 [Integrated Accessibility Standards](#) (IASR), under the [Accessibility for Ontarians with Disabilities Act](#) (AODA) and apply to the provision of goods and services to the public or other third parties.

Communication

We will communicate with people with disabilities in ways that consider their disability. We ensure all employees, volunteers, policy developers, and subcontractors providing goods, services, or facilities on behalf of Salus Mutual are trained on how to interact and communicate with people with various types of disabilities.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities.

Persons with disabilities may use their own assistive devices, as required, when accessing goods or services provided by Salus Mutual.

Billing and Documentation

Salus Mutual is committed to providing accessible invoices and documents to all of our customers. For this reason, we will provide accessible formats and communication supports, such as hard copies, large print, email, etc., upon request. We will answer any questions customers may have about the content of the invoice or document in person, by telephone, or email. We will provide these services in a timely manner that takes into account our customer’s disability and at a cost that is no more than the regular cost charged to other customers.

Guide Dogs or Service Animals

Salus Mutual welcomes people with disabilities who are accompanied by a guide dog or service animal on the parts of our premises that are open to the public and other third parties. “No pet” policies do not apply to guide dogs or service animals.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Salus Mutual premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

Notice of Temporary Disruption

Salus Mutual will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known: the goods and services that are disrupted or unavailable, the reason for the disruption, the anticipated duration of the disruption, and a description of alternative services or options that are available.

When disruptions occur, Salus Mutual will provide notice by: posting notices in conspicuous places including at the point of disruption, at the main entrance, and/or on the Salus Mutual website; contacting customers with appointments; verbally notifying customers when they are making an appointment; or by any other method that may be reasonable under the circumstances.

Reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Multi-Year Accessibility Plan

Salus Mutual will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be reviewed and updated at least once every five years, made available in an accessible format on request, and posted on our website.

Accessible Website and Web Content

Salus Mutual will ensure that our website and web content conform to the Web Content Accessibility Guidelines (WCAG), as outlined in the IASR, and will refer to the legislation for specific requirements.

Self-Service Kiosks

Salus Mutual will consider the accessibility needs, preferences, and abilities of persons with disabilities when designing, procuring, or acquiring self-service kiosks, including point-of-sale devices.

Training

Salus Mutual is committed to ensuring that its employees and directors, volunteers, policy developers, and subcontractors providing goods, services, or facilities on behalf of the Company receive training regarding the AODA.

Our training plan includes information on the AODA, the requirements of the IASR, and of the [Human Rights Code](#). The Human Resources Manager will ensure that training records are maintained, including dates when training was provided and the number of employees and directors who received training.

Employment

We are committed to fair and accessible employment practices. We will take steps to notify the public and employees that, when requested, Salus Mutual will consult with and accommodate people with disabilities during the recruitment, assessment, and hiring processes and throughout their employment with Salus Mutual. All employees will be made aware of Salus Mutual's policies and supports for accommodating people with disabilities, and of any changes to these, as they occur

AODA – Accessibility Standards for Customer Service Plan

Salus Mutual's full AODA – Accessibility Standards for Customer Service Plan is available upon request and in a format that takes into account the customer's disability.

Questions or Feedback

Salus Mutual's goal is to meet and surpass customer expectations while serving customers with disabilities. Comments or questions on our services or regarding how well those expectations are being met are welcomed and appreciated. Feedback regarding the way Salus Mutual provides goods, services, or facilities to people with disabilities can be provided in person, by telephone, in writing, or by email or other electronic means. Feedback should be submitted to the President and CEO.

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Feedback or questions received will be responded to within fifteen business days, documented, and tracked.