

Accessible Customer Service Policy

Ontario, Canada

Purpose

At The State Group Inc. (“State Group”), we are committed to providing exceptional customer service to all of our clients. Making services accessible to persons with disabilities is an important part of this commitment to superior customer service. We strive to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same place and in a similar way as other clients.

This policy establishes our commitment to accessible customer service under the *Accessibility for Ontarians with Disabilities Act, 2005* and the customer service standard requirements under Ontario Regulation 191/11, *The Integrated Accessibility Standards Regulations*.

Application

State Group’s Accessible Customer Service Policy (“the Policy”) applies to all of our employees and managers, and to any third parties (e.g., contractors) who we may arrange to provide our goods and services on our behalf. This policy applies to the extent that members of the public interact with our representatives directly and are able to directly access our services, products, and premises.

Communication

When communicating with people with disabilities, we will do so in ways that takes into account their disability. Accordingly, we will train any staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

Assistive devices

People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing, and visual aids) in order to access or use our facilities and obtain our services, to the extent that those facilities and services are made available and accessible to the general public. We will train our staff to become familiar with various assistive devices that may be used by clients with disabilities while accessing our services. We will also ensure that staff know how to use assistive devices that are available for clients on our premises.

Service animals and support persons

People with disabilities who are accompanied by a service animal are welcome on all parts of our premises that are open to the public and other third parties. Clients may keep the animal with him/her unless excluded by law, in which case, we will consider alternative measures to access to our services. Our staff and others dealing with the public on our behalf will be trained on how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

— FAMILY OF COMPANIES —



Notice of temporary disruption

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, State Group will post a notice about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at or near the affected facility or service and/or through other means, where necessary.

Training for staff

We will provide training to all State Group employees, all persons who are involved in the development and approval of State Group policies, and all other persons who provide goods, services or facilities on behalf of State Group. This training will be provided shortly after staff commence their duties and/or upon changes to this Policy, practices, and procedures.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- 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.
- How to use various assistive devices available on our premises, if any.
- What to do if a person with a disability is having difficulty in accessing our facilities and services.
- State Group's policies, practices and procedures relating to the customer service standard.

Feedback process

We welcome any feedback on our services from people with disabilities. Please send your comments to the following:

Debbie Roberts
810 Crescent Centre, Suite 810
Nashville, TN 37129
Phone: 859-550-3321
Email: d.roberts@stategroup.com

We will consider your comments carefully. Clients can expect to hear back as soon as possible or within a reasonable period of time.

Note: copies of documents required under the *Accessibility for Ontarians with Disabilities Act, 2005* are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.