

Health
Claims for
Auto
Insurance
Processing

Health Claims for Auto Insurance Processing ("HCAI Processing")

Accessibility Standards Policy



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Definition

Individuals: collectively refers to insurers, health care providers, claimants and any other persons with disabilities that may visit the Health Claims for Auto Insurance Processing office for reasons connected to the HCAI system.

Purpose

Health Claims for Auto Insurance Processing (HCAIP) is committed to providing a barrier-free environment for individuals, and to providing our services in a manner that respects the dignity and independence of people with disabilities. As HCAIP provides an electronic system to be used by specific professionals, this policy refers to access to the HCAIP administrative facilities/processes by individuals. The objective of this policy is to ensure that HCAIP is compliant with the customer service requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA").

Application

This policy applies to all HCAI team members and HCAIP staff who interact with individuals, other organizations or third parties on behalf of HCAIP. This includes employees, volunteers, agents, contractors and third parties (hereafter referred to as "personnel").

Principles

HCAIP will ensure that this policy and any related practices or procedures are consistent with the following core principles:

- (i) *Dignity*: people with disabilities should be treated as valued individuals who are deserving of effective and full service.
- (ii) *Independence*: goods and services must be provided without the control or influence of others, and the freedom of individuals to make their own decisions must be respected.
- (iii) *Integration*: individuals must be able to benefit from services or products in the same place and the same or similar manner as others, whenever possible.
- (iv) *Equality of Opportunity*: people with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from services.

Providing Goods and Services to Persons with Disabilities

HCAIP is committed to excellence in serving all individuals, and will do so in the following ways:

Communication

We will communicate with individuals in ways that take into account their disability.

For individuals accessing personal information from the HCAI system, HCAIP current commitment is that "Acronyms or codes will be explained and reasonable accommodations for disabilities will be taken."

Personnel will be trained on how to accommodate individuals.

Assistive Devices

HCAIP will consult with the individual to determine a suitable access format.

Use of Service Animals or Support Persons

People with disabilities who are accompanied by a service animal are welcome on the parts of our premises that are open to the public and other third parties, unless the service animal is otherwise excluded by law. If a service animal is excluded, we will explain to the individual why exclusion is necessary, and explore alternative measures of accommodation. Individuals that require a support person are allowed to enter our premises, and at no time will an individual who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

We will ensure that personnel are trained to be able to appropriately interact with individuals that are accompanied by service animals or support persons.

Notice of Temporary Disruption

We will notify individual if there is a planned or unexpected disruption in the facilities or services expected during their expected visit to the premises. The notice will include the following information:

- the service that is unavailable;
- the reason for the disruption;
- the anticipated duration of the disruption; and
- alternative services, if available.

Training and Record Keeping

We will ensure that all HCAIP personnel are trained.

The training will be provided as soon as possible after hiring or engagement, on commencement of new or additional duties that require training, and on an ongoing basis when changes are made to the applicable policy, practices or procedures.

Training will include the following:

- a review of the purpose of the AODA and the requirements of the Customer Standard;
- a review of this policy;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with a disability who use an assistive device or require the assistance of a service animal or support person;
- how to use assistive devices provided by HCAIP; and
- how to assist a person with a disability that is experiencing difficulty accessing HCAIP premises, or services.

Feedback Process

We welcome feedback from the public regarding this policy and its implementation. Feedback regarding the way the HCAIP provides services to people with disabilities can be made:

- By telephone,
 - 416-644-3120
- In writing to,
 - Chief Privacy Officer
HCAI Processing
2235 Sheppard Ave. East, Atria II, Suite 600,
Toronto, ON M2J5B5
- Electronically to,
 - accessibility@hcaiprocessing.ca

All feedback will be directed to HCAIP's Chief Privacy Officer, and those providing feedback can expect to receive a response within 30 business days.

Modifications

We are committed to developing customer service policies that respect and promotes the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of HCAIP that does not respect and promote the dignity of people with disabilities will be modified or terminated.

Questions/Clarification

This policy exists to achieve service excellence to individuals. Any questions regarding this policy, or its associated practices or procedures, should be directed to the HCAIP Chief Privacy Officer.