



# Meester Insurance Centre

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*o/b P.V. & V. Insurance Centre Ltd.*

January 1, 2012

At Meester Insurance Centre, we are committed to meeting the requirements of the accessibility standards, established by Accessibility for Ontarians with Disabilities Act (AODA), 2005, Customer Service Standard regulations, by January 1, 2012. Accessibility Standards for Customer Service applies to every organization and to every person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario. 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 Standard for January 1, 2012 and continue to do so through periodic assessments.

## **Our mission**

To make reasonable efforts to ensure that policies, procedures, and practices, pertaining to the provision of goods and services to the public and other third parties, align with the independence, dignity, integration and equal opportunity guiding principles, as set out in Bill 118

Meester Insurance Centre values excellence in customer service for everyone who may benefit from our goods and services. This policy supports the principles as it provides respectful services that focus on the unique needs of each individual. This policy enables Meester Insurance Centre to ensure that persons with disabilities have access to accessible and exceptional customer service.

## **Our commitment**

In fulfilling our mission, Meester Insurance Centre aims at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services.

Through these policies and procedures, Meester Insurance Centre aims to be respectful to the dignity and independence of persons with disabilities and we are committed to providing accessible integrated programs and services that are designed to meet individual needs.



## **The Village Square**

Regional Road 20, P.O. Box 299, Smithville, ON L0R 2A0

Tel: 905.957.2333 • Toll Free: 1.800.465.8256 • Fax: 905.957.2599 • Email: [info@meesterinsurance.com](mailto:info@meesterinsurance.com)