

## **Providing Goods and Services to People with Disabilities**

### **Our mission**

Stewart Title Guaranty Company is committed to providing accessible customer service to people with disabilities.

### **Our commitment**

Stewart Title Guaranty Company is committed to providing accessible customer service to people with disabilities and we will strive at all times:

- To provide our goods and services in a way that respects the dignity and independence of persons with disabilities
- To provide opportunities to persons with disabilities similar to that given to other customers to obtain, use and benefit from the same goods and/or services

### **Providing goods and services to people with disabilities**

Stewart Title Guaranty Company is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **1. Communication**

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **2. Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail, if telephone communication is not suitable to their communication needs, or is not available.

#### **3. Assistive devices**

We recognize that some individuals with disabilities use assistive devices in order to access our services. We will permit these individuals to use their assistive devices to

obtain, use or benefit from our services. We will engage with the individual to determine how best we can assist an individual with his or her assistive device. We will respect the personal-space of the individual and ask permission to before providing aid with any assistive device, unless in an emergency,

Should an individual with a disability be unable to access our services through the use of their own personal assistive device, based upon the individual's requirements, we will determine alternative service delivery options to meet the needs of the individual and to ensure that the individual is able to obtain, use or benefit from our services.

#### **4. Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, electronic format or by email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or by e-mail.

#### **5. Use of service animals and support persons**

Stewart Title Guaranty Company recognizes that some individuals with disabilities may require the use of guide dogs or other service animals in order to access services. Persons with disabilities who are accompanied by a guide dog or other service animal will be permitted to enter and to keep with them their service animal in the common areas of our premises, unless the animal is otherwise excluded by law from our premises. We will not interact with a service animal without permission of the owner/handler, unless in an emergency.

Stewart Title Guaranty Company further recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter our premises together with the support person and will not be prevented from having access to the support person while on our premises at no additional cost.

#### **6. Notice of temporary disruption**

Stewart Title Guaranty Company will provide customers with notice in the event of a planned or unexpected disruption affecting access to facilities or services usually used by people with disabilities at our premises. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative

facilities or services, if available. This notice will normally be posted on the premises, where appropriate in the circumstance.

## **7. Training for staff**

Stewart Title Guaranty Company will provide training to all employees with direct communication with customers about the provision of services to persons with disabilities and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Applicable employees will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. New staff will be trained upon completion of their three month probationary period.

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.
- What to do if a person with a disability is having difficulty in accessing Stewart Title Guaranty Company's services
- Stewart Title Guaranty Company's policies, practices, and procedures relating to the customer service standard.

Stewart Title Guaranty Company will also train contractors and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in this Customer Service Policy.

## **8. Feedback Process**

The ultimate goal of Stewart Title Guaranty Company is to meet and surpass customer expectations while serving persons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide goods and services to people with disabilities can be made by telephone, in writing or by email. All feedback will be made to:

**Communications Department**  
Stewart Title Guaranty Company  
Royal Bank Plaza, North Tower

200 Bay Street, Suite 2600  
Toronto, ON M5J 2J2

By Phone – 416-307-3300 or Toll Free – 1-888-667-5151  
By Fax – 416-981-7214 or Toll Free Fax – 1-888-292-1388  
By E-mail – [feedback@stewart.com](mailto:feedback@stewart.com)

Complaints will be addressed according to our Complaints Procedure: by first discussing a customer service issue with one of our Representatives at the office where the customer conducts business with us and, where the matter cannot be resolved to a customer's satisfaction, next with our Complaint Officer:

**Complaint Officer**

Stewart Title Guaranty Company  
Royal Bank Plaza, North Tower  
200 Bay Street, Suite 2600  
Toronto, ON M5J 2J2

By Phone – 416-307-3300 or Toll Free – 1-888-667-5151  
By Fax – 416-981-7214 or Toll Free Fax – 1-888-292-1388  
By E-mail – [stewartreg@stewart.com](mailto:stewartreg@stewart.com)

Our Complaints Procedure will be available to a customer as outlined on our website (<http://www.stewart.ca/ComplimentsEn.aspx>) or upon request.

In all cases, a customer's privacy will be protected pursuant to our Privacy Policy which is available to a customer at our website (<http://www.stewart.ca/Privacy.html>) or upon request.

## **9. Modifications to this or other policies**

Stewart Title Guaranty Company is committed to developing customer service policies that respect and promote 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 ours that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **10. Requests for Accommodation and/or Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has an accommodation request, a question about the policy, or if the purpose of the

policy is not understood, our Human Resources department will gladly be of assistance. All Requests and Questions can be directed to:

**Human Resources Department**

Stewart Title Guaranty Company  
Royal Bank Plaza, North Tower  
200 Bay Street, Suite 2600  
Toronto, ON M5J 2J2

By Phone – 416-307-3300 or Toll Free – 1-888-667-5151

By Fax – 416-981-7214 or Toll Free Fax – 1-888-292-1388

By E-mail – [hrcanada@stewart.com](mailto:hrcanada@stewart.com)