



National Pharmacy Accessibility Standards for Ontarians with Disabilities – Customer Service Policy

Our Accessibility Standards for Customer Service Commitment

National Pharmacy is committed to providing accessible and equitable customer service to each and every one of our diverse and valued customers. This “Accessibility Standards for Ontarians with Disabilities – Customer Service Policy” has been prepared to ensure a consistent consumer experience is provided in National Pharmacy locations in Ontario. In accordance with the

requirements of the [Integrated Accessibility Standards Regulation, O.Reg. 191/11](#).

and the core principles of independence dignity integration and equality of opportunity.

Certain terms used within this Policy is defined with Schedule A attached. This Policy applies to all Ontario National Pharmacy employees and volunteers, as well as anyone dealing with the public or other third parties on behalf of any of the National Pharmacy in Ontario.

Core Values

At National Pharmacy, we value dignity, respect, relationships, high ethical standards and equal access for all customers. These values are reflected in our policies, operations, and behaviours. When dealing with staff and National Pharmacy personnel, you can expect them to be friendly, respectful, enthusiastic, and attentive to your special needs and entirely focused on your best interests.

Accessibility Standards for Customer Service

We respect the dignity, independence and equality of our customers and are committed to ensuring that our pharmacy experience is integrated and accessible to all people with disabilities. Active steps have been taken to reasonably accommodate the needs of the disabled by offering special treatment and facilities that provide them with an equal opportunity to benefit from our services. At National Pharmacy, anticipating the special requirements of pharmacy patients visiting our premises and helping wherever possible is an ongoing priority.

1. Communication

Our interactions and communications with our customers will consider customers' particular disabilities. To do this, we train all required employees, volunteers and third party contractors in how to communicate with persons with disabilities. Requests for alternative methods of communication should be fulfilled as promptly as feasible. This may be as simple as using a note pad to write down information or simply having a staff member read information out loud to a customer. If a solution or accommodation is not readily available, the customer's request should be recorded by the Manager and accommodated. The solution may require a compromise. All requests should be recorded by the Manager and submitted to the President for review and processing.

2. Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our services. We will ensure that staff members are trained on how to interact with individuals using various assistive devices and alternative service methods. To further ensure the accessibility of our goods and services, staff members are available to help navigate within National Pharmacy and provide delivery of services.

3. Support Persons and Service Animals

Support persons and guide dogs or other service animals are also welcome to accompany our disabled customers. Wherever service animals are prohibited by law, we will provide personal assistance during any visit. All required employees will receive training on how to interact with individuals requiring support persons and/or service animals. It is necessary to seek the consent for the customer before discussing confidential personal health information in the presence of the support person. If the support person is required to wait in a separate area while a customer's confidential matters are addressed,

accommodations will be made to support the customer in the support person's absence. If a customer does not have documentation for their service animal but it appears to be reasonable that the animal is aiding, the animal should be permitted on the premises (except in circumstances where animals are excluded by law). If it does not appear to be a service animal, customers should be notified that only service animals are permitted on the premises. No service animal can be evicted, excluded, or separated from its owner unless the animal demonstrates behaviour posing a direct threat to the health and safety of others. They cannot be removed or excluded as a matter of preference, individuals with objections to the presence of a service animal should be consulted individually to find a compromise that does not hinder access for the individual with a disability. In the event that a service animal must be separated from an individual alternate arrangements will be made to support the customer in the animal's absence.

4. Notice of Temporary Interruption of Services or Particular Facilities

If we are temporarily unable to offer any facilities or services used by customers with disabilities during their visit, we will make every effort possible to provide public notice of any unplanned or unexpected interruption to these facilities or services. Notice of disruption will be posted conspicuously in the affected location as soon as is practical and will include information about the reason for disruption, its anticipated duration and a description of alternative options, if available. In the event of a planned disruption, the affected location will provide at least 48 hours notice, by posting the notice described above and calling any affected pharmacy patients who are affected by this disruption. The physical notices will be posted by store staff.

5. Training

National Pharmacy staff, volunteers and others who deal with the public on their behalf receive ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities. This includes accommodating support personnel and assistive devices or animals, as well as resolving any challenges that may arise. Training will be provided as soon as practical after an individual assumes responsibilities related to the public and will include the following:

- A summary of the AODA and the Accessibility Standards for Customer Service regulation
- Information regarding National Pharmacy policies, practices and procedures relating to the accessibility standards for customer service.

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- How to communicate and interact with persons with disabilities and those using assistive devices and/or who are accompanied by a service animal and/or support person.
- How to use any assistive devices and/or technologies available on the National Pharmacy premises
- The process for aiding an individual with a disability who is experiencing difficulty in accessing a National Pharmacy goods or service.

Training records will be kept in each store in the employees files, Training will be updated in respect to any changes to the policies, practices or procedures relating to the AODA.

6. Customer Feedback

We actively encourage the participation of all customers in our feedback process. In compliance with the Accessibility Standards for Customer Service regulation, we have established a feedback process specifically for the accessibility of our customer service. Your comments and suggestions about our delivery of goods and services to persons with disabilities will play a central role in our ongoing business planning processes and staff training. Any concerns brought to our attention will be addressed quickly and fairly. In addition to sharing your feedback in person at any location, you may also contact us by telephone at 1-877-265-8365 by mail at National Pharmacy 70 Melford Drive Unit 7 Scarborough, Ontario M1B 1Y9 or electronically at info@nationalpharmacy.ca or www.nationalpharmacy.ca. Customers are welcome to leave their contact information should they like to receive a response. Any personal information provided by customers in the feedback process will be handled in accordance with National Pharmacy privacy policies, available online at www.nationalpharmacy.ca or in writing upon request.

7. Handout

We are pleased to provide a copy of the Policy upon request. To receive your copy in a format that is most useful to you, please contact us by any of the means outlined in the Customer Feedback section of this policy.

If you feel that these standards have not been maintained in your situation, please feel free to let us know by following the feedback process as outlined above.

Schedule “A” – Definitions

Assistive Device: A device used by persons with a disability to facilitate access and/or independence in everyday tasks. Such devices include mobility equipment (i.e. wheelchairs and walkers) as well as portable communication devices, headwands, hearing aids and much more.

Communication: Refers to the transference of information and can use a variety of formats including verbal, written and/or visual.

Disability: The AODA and the Ontario Human Rights Code defines “disability” in the same way. “Disability” means:

- (a) Any degree of physical disability infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limited the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- (b) A condition of mental impairment or a developmental disability
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (d) A mental disorder or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: An animal is a service animal for a person with a disability. (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. Service animals help people with autism, developmental/intellectual disabilities, vision loss, hearing loss, physical disabilities and/or those who have epilepsy or other seizure disorders.

Support Person: Means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

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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 we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

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is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

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understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

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is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services, or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards

- our policies related to the Customer Service Standards
- 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 the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. These include:

List Equipment/Devices

- what to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

If applicable, identify other measures

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

If applicable, identify how your organization will train staff on the use of assistive devices

Communication

We communicate with people with disabilities in ways that consider their disability.

This may include the following: List Different Ways to Communicate

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services, or facilities

Support Persons

Name of Law/Act

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

List location(s)

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before deciding, National Pharmacy will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If this organization determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

Website Post

Feedback Process

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welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

Website Contact Page

Email Communication

Mailing Letter

Phone Call

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the Pharmacy Manager and customers can expect to hear back in 72 hours

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ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

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notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the company's website

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will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, considering the person's accessibility needs due to disability; and
- b) at no cost

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that

information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is aiding that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization.
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

Our performance management, career development and redeployment processes consider the accessibility needs of all employees.

Note: This only applies to organizations that already have these processes in place.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.