



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

October 2011

(Revised February 2013)

1.0 Purpose:

To comply with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) which aims to establish accessibility standards for persons with disabilities with respect to the provision of goods, services, facilities, information and communication, employment, buildings, structures, and premises.

This policy serves to establish and communicate Rexall Pharmacy Group Ltd.’s commitment to accessible customer service under AODA, and is intended to benefit persons with disabilities as defined in the *Human Rights Code*.

2.0 Scope:

This policy applies to:

- All Ontario Corporate Store Employees
- Head Office employees who directly provide goods and services to the public and other third parties in the province of Ontario
- 3rd party vendors who act on behalf of Rexall Pharmacy Group Ltd. in Ontario
- All employees responsible for development, implementation or oversight of Rexall Pharmacy Group Ltd. policies, practices and procedures.

3.0 Definitions:

For the purposes of interpreting some of the terms outlined in this policy, refer to Appendix A.

4.0 Policy:

At Rexall Pharmacy Group Ltd., we expect everyone to be treated with courtesy, made to feel welcome, and have their need for accommodation, if any, respected. The Company will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following core principles:

1. That goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
2. That the provision of goods or services to persons with disabilities and others are integrated or alternative measures are available to enable a person with a disability to obtain, use or benefit from the goods or services.
3. That persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from the goods and services that the Company provides

5.0 Procedure:**5.1. Communication**

When communicating with a person with a disability, employees will endeavour to do so in a manner that takes into account the person’s disability, and will make reasonable efforts to have that person understand the content and intent of the communication.

Rexall Pharmacy Group Ltd will strive to provide training to employees that will specifically identify how to communicate with persons with various types of disabilities.

5.2. Assistive Devices

Personal assistive devices are permitted, where possible, in all areas of Rexall Pharmacy Group Ltd. premises to which the public and/or employees have access, subject to health and safety restrictions.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her.

Rexall Pharmacy Group Ltd. will endeavour to train its staff to become familiar with assistive devices that may be used by persons with disabilities.

5.3. Service Animals & Support Persons

Persons with disabilities who are accompanied by a guide dog or other service animal may access Rexall Pharmacy Group Ltd. premises with the service animal, provided that access by the public is allowed to such areas of the premises and the animal is not otherwise excluded by law.

If the service animal is excluded by law, alternate means will be suggested to provide access to the service for the person with a disability.

Persons with disabilities who are accompanied by a support person are entitled to have that person with them when entering and while on Rexall Pharmacy Group Ltd. premises.

5.4. Notice of Temporary Disruptions

If there is a planned or temporary service disruption on the Company's premises, which is used by persons with disability completely or in part, the Company will give public notice of the disruption as required. The notice will be posted at the entrance of the applicable premises and will include the following information:

- That a facility/service is unavailable
- The reason for the disruption
- The anticipated duration
- Alternative facilities or services, if any, that are available.

All store employees are responsible for taking reasonable steps to report such disruption in a timely fashion through appropriately identified channels.

5.5. Training and Awareness

Rexall Pharmacy Group Ltd will provide training as required under the Standard, to all persons to whom this Policy applies.

Training will be provided as soon as practicable after individuals are assigned their applicable duties.

Content of Training:

- A review of the purposes of the Act and requirements of the Standard
- A review of the policy
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an Assistive Device or require the assistance of a Service Animal or a Support Person
- Becoming familiar with different types of equipment/devices which may assist persons with disabilities in accessing goods or services on Rexall Pharmacy Group Ltd premises
- What to do if a person with a particular type of disability is having difficulty in accessing the Company goods or services

5.6. Customer Feedback

Rexall Pharmacy Group Ltd. strives to meet and exceed customer expectations and we welcome feedback on the delivery of our services to persons with disabilities. Such feedback can be provided:

- In person at the store
- By telephone at 1-877-378-4100
- In writing to Customer Service at 5965 Coopers Avenue, Mississauga, ON, L4Z 1R9
- Electronically to: information@rexall.ca

Customer Service feedback forms should be made readily available and accessible to persons with a disability.

5.7. Documentation

Documentation relating to Rexall Pharmacy Group Ltd. policies, practices and procedures under this Policy is available to the public upon request and can be provided in an accessible or alternative format if requested.

6.0 Responsibility:*Employees and Managers:*

- a. Upon request, advise individuals on where and how to provide feedback as set out in this Policy
- b. Immediately inform your manager and/or respond to any queries brought forward respecting accessibility
- c. Where possible to do so, take immediate corrective action for resolution of issues relating to accessibility
- d. Inform the manager/immediate supervisor of any known violations, special requests, and customer complaints relating to accessibility
- e. Record each specific incident and the corrective action taken

Human Resources

- a. Ensure all employees for whom this policy applies have received training
- b. Maintain documentation demonstrating compliance when it is requested (policy acknowledgement forms, online compliance reporting)

APPENDIX A

Definitions:

ACCESSIBLE - Obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary.

ASSISTIVE DEVICES - Equipment that people with disabilities utilize to assist in their daily lives at home, work, school, etc.

Common assistive devices include (but are not limited to):

- Walkers
- Hearing aids
- Personal oxygen tanks
- Wheeled walkers
- Forearm crutches
- Wheelchairs
- Magnifiers
- Speech generation devices
- Communication boards
- White canes, etc.

BARRIER - Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

DISABILITY

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, 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
- (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 assist persons with a wide variety of disabilities, including for example:

- autism,
- vision loss
- deaf, oral deaf, deafened or hard of hearing
- mental health disabilities
- physical disabilities
- epilepsy or other seizure disorders

SUPPORT PERSON - In relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care or medical needs or with access to goods or services.

Accessibility Standards for Customer Service Acknowledgement Form

I have been provided with, read, understood, and hereby agree to comply with the Rexall Pharmacy Group Ltd. Customer Service Accessibility Policy. I furthermore understand and accept that failure to comply with the aforementioned policy may result in disciplinary action, up to and including termination of employment.

Name (Please Print)

Signature

Department/Store Location

Date

Head Office only:

Completed forms are to be sent to the Human Resources Department for the employee's file via fax: (905) 501-7856 or interoffice mail.

Store Employees only:

Completed forms are to be submitted to the Front Store Manager to be placed in the employee file at store level.