

Prologue

In accordance with obligations under *Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005*, Janzen's Pharmacy has developed this accessibility policy. This policy will be reviewed and updated annually or when substantive changes are required.

Statement of Commitment

Janzen's Pharmacy is dedicated to providing accessible and equitable customer service to our diverse and valued customers in a manner that takes into account the dignity and independence of all people; including those that are differently abled.

Janzen's Pharmacy Accessibility Standard for Ontarians with Disabilities – Customer Service Policy has been developed to ensure a consistent consumer experience is provided in Janzen's Pharmacies located in Thunder Bay. These policies and procedures are consistent with the core principles of dignity, independence, integration and equality. This policy applies to all employees and volunteers, as well as anyone dealing with the public or other third parties on behalf of any Janzen's Pharmacy in Thunder Bay.

Accessibility Standards for Customer Service

The provision of services to persons with disabilities will be integrated whenever possible, unless an alternate measure is necessary to enable a person with a disability to access services. People with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from our services.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

Communication

Janzen's Pharmacy is committed to communicate with persons with disabilities in a respectful manner that takes into account their disability. A person with a disability may contact Janzen's in person, by phone or fax or email to request a specific communication plan and/or documents in an alternative format appropriate for their needs.

Assistive Devices

Janzen's Pharmacy encourages people with disabilities to use their personal assistive devices to access our merchandise and services. To further ensure the accessibility of our merchandise and services, staff are available to assist with in store navigation and all of our Janzen Pharmacy locations provide home delivery.

Support Persons

Janzen's Pharmacy is committed to providing services to a person with a disability who is accompanied by a support person. It is necessary to seek consent of the customer before discussing confidential personal health information in the presence of the support person. If the required 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 absence of the support person.

Service Animals

Service animals are welcome to accompany individuals with disabilities in those areas of premises that are open to the public or other third parties, except where prohibited by law. If the situation arises whereby a service animal or guide dog is prohibited by law from the premises, Janzen's Pharmacy will provide personal assistance during the customer's visit.

The individual with a disability is responsible for the care and supervision of their service animal while on any Janzen Pharmacy premises. If the animal poses a risk to safety, and needs to leave the premises, Janzen's Pharmacy will work with the individual with a disability to assist in providing services in an alternate manner.

Temporary Interruption of Services

In the event of a planned or unexpected interruption of service, Janzen's Pharmacy will notify the public. The notice will include information about the reason for the interruption, anticipated length of time and a description of alternate locations or services, if available.

Notice will be posted at main public entrances and on the Janzen's website at www.janzens.ca and via social media.

Training

Janzen's Pharmacy will provide training about accessible services to employees, volunteers and anyone who deals with the public or other third parties on behalf of Janzen's Pharmacy.

Training will include a review of the purposes of the Act and the requirements of this regulation and instruction about the following matters:

- An overview of the purposes of the *Accessibility of Ontarians with Disabilities Act, 2005 and Regulation 429/07 Customer Service Standard*
- How to interact and communicate with people with various types of disability.
- How to interact with people with disabilities who use an assistive device, service animal or a support person.
- How to use any assistive devices available at Janzen's Pharmacy or that we otherwise may provide that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a particular type of disability is having difficulty accessing our goods or services.
- Janzen's Pharmacy customer service policies, best practices and procedures in providing goods and services to people with disabilities.
- Training records will be kept by Janzen's Pharmacy Human Resource Department.

Feedback

Janzen Pharmacy will make every effort to ensure that individuals are able to participate in our feedback process. Feedback may be received in person, by telephone or fax, in writing by online submission to feedback@janzens.ca or by another method determined by both parties.

For individuals who have left contact information and/or if contact has been requested a Human Resources designate will respond to the request within 10 business days. The Human Resources Department will document and track all correspondence.

Policy Handout

We are pleased to provide a copy of this document upon request, in a format that takes into account the person's disability.

APPENDIX - DEFINITIONS

Accessible: means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

Accessible Formats: formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, and audio electronic formats such as DVDs, CDs.

Assistive Devices: According to the Ontario Ministry of Community and Social Services, Assistive aids and devices are used to replace, compensate for, or improve the functional abilities of people with disabilities. They include a broad range of items such as mobility and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls, and respiratory devices and so on.

Disability means:

- a) Any degree of physical 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, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace and Insurance Act, 1997.
(Ontario Human Rights Code 10(1), 1990)

Service Animals: According to the Ontario Ministry of Economic Development, Trade and Employment standard, an animal is a service animal for a person with a disability if:

- a) 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.

Support Person: Under Customer Service Standard

“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 or services.