

Shoppers Drug Mart Accessibility Standards for Ontarians with Disabilities - Customer Service Practice

This Customer Service Practice ("Practice") applies to Shoppers Drug Mart Inc., its affiliated companies Shoppers Home Health Care Inc., Shoppers Drug Mart Specialty Health Network Inc., Medisystem Technologies Inc., MediSystem Pharmacy Limited (and such other affiliated companies located in Ontario as may exist from time to time), Murale stores and the independently owned and operated licensed Shoppers Drug Mart stores in Ontario and their employees. This Practice also applies to all volunteers, as well as anyone dealing with the public or other third parties on behalf of any of the aforementioned businesses in Ontario.

Our Accessibility Standards for Customer Service Commitment

Together with our Shoppers Drug Mart Associate-owners and their teams at store level, the Shoppers Drug Mart organization is committed to providing accessible and equitable customer service to each and every one of our diverse and valued customers. This Practice has been prepared to ensure a consistent consumer experience is provided in Shoppers Drug Mart, Murale and Shoppers Home Health Care stores located in Ontario and at our other facilities and offices located in Ontario in accordance with the requirements of the Accessibility Standards for Customer Service, O. Reg 429/07 of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and the core principles of independence, dignity, integration and equality of opportunity. Certain terms used within this Practice are defined within Schedule A attached.

Accessibility Standards for Customer Service

We respect the dignity, independence and equality of our customers and are committed to ensuring that our shopping and 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 Shoppers Drug Mart, anticipating the special requirements of our customers and offering assistance wherever possible is an ongoing priority.

1. Communication

Our interactions and communications with our customers will take into account 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 and accommodated. The solution may require a compromise.

2. Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our merchandise and 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 the stores and premises and many of the Shoppers Drug Mart stores provide home delivery of prescriptions.

3. Support Persons And Service Animals

Support persons and guide dogs or other service animals are also welcome to accompany our disabled customers while shopping in our stores or attending our offices and facilities. Wherever service animals are prohibited by law, we will provide personal assistance. 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 of 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 providing assistance, 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 particular facilities or services used by customers with disabilities, we will make every effort possible to provide public notice of any planned or unexpected interruption to these facilities or services. Notices of disruption will be posted conspicuously in the affected location(s) as soon as is practicable and will include information about the reason for the disruption, its anticipated duration and a description of alternative options, if available. In the event of a planned disruption, the affected location(s) will provide at least 48 hours notice, by posting the notice described above. If the affected location is a Shoppers Drug Mart store, any affected pharmacy patients who have scheduled appointments with the pharmacist will be contacted. The physical notices will be posted by staff at the affected location(s).

5. Training

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 during their visit. Training will be provided as soon as practicable 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 the Shoppers Drug Mart policies, practices and procedures relating to the accessibility standards for customer service
- 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 premises
- The process for aiding an individual with a disability who is experiencing difficulty in accessing goods and services

Training records will be kept in the employee 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 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, you may also contact us by telephone at 1-800-SHOPPERS (1-800-746-7737), by mail at Shoppers Drug Mart, 243 Consumers Road, Toronto, Ontario, M2J 4W8 Attention: Corporate Affairs, electronically through the Accessibility link located on the home page of www.shoppersdrugmart.ca or by submitting a diskette. 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 Shoppers Drug Mart's privacy policies, available online at www.shoppersdrugmart.ca or in writing upon request and our Complaint Handling Processes and Procedures. Information about the feedback process is available to the public through the Shoppers Drug Mart website at www.shoppersdrugmart.ca or upon request.

7. Handout

We are pleased to provide a copy of this document 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 above.

If you feel that these standards have not been maintained in your situation, please feel free to let us know by following the Customer Feedback process 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 limiting 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 or services.