

BOGGIO FAMILY OF PHARMACIES

Boggio Port Colborne * 200 Catharine Street * Port Colborne * ON * L3K 4K8 * 905-834-3514
Boggio Edwards Ridgeway * 307 Ridge Rd * Ridgeway * ON * L0S 1N0 * 905-894-2200
MacKinnon Guardian Drugs * 6680 Drummond Rd * Niagara Falls * ON * L2G 4P1 * 905-354-1812
Fonthill Pharmasave * 165 Hwy 20 W * Fonthill * ON * L0S 1E0 * 905-892-4994

April 2012

Accessibility Standards for Customer Service Policy

Providing Goods and Services to People with Disabilities

DEFINITIONS

- 1) The following terms have these meanings in this policy:
 - a) **“Assistive Devices”** – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e.: canes, crutches, wheelchairs or hearing aids).
 - b) **“Disabilities”** – As per the Ontario Human Rights Code, disability means:
 - i. 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 paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or a wheelchair or other remedial appliance or device;
 - ii. a condition of mental impairment or a developmental disability;
 - iii. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv. a mental disorder; or
 - v. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safe and Insurance Act, 1997; (“handicap”)
 - c) **“Employees”** – Every person who deals with members of the public or third parties on behalf of the Boggio Family of Pharmacies, whether the person does so as an employee, agent, volunteer or otherwise.
 - d) **“Organization”** – the Boggio Family of Pharmacies
 - e) **“Persons with Disabilities”** – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above)
 - f) **“Service Animals”** – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
 - g) **“Support Persons”** – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

PURPOSE

2. The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act, 2005 and to establish an Organizational policy for governing the provision of its goods and services to persons with disabilities.

SCOPE AND APPLICATION

3. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Boggio Family of Pharmacies, whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy may result in disciplinary action up to and including termination.

COMMITMENT

4. The Boggio Family of Pharmacies is committed to excellence in serving all customers including people with disabilities. As such, The Boggio Family of Pharmacies will use reasonable efforts to ensure that it's policies, practices and procedures are consistent with the following principles:

- The good or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

PRACTICES AND PROCEDURES

5. To implement this Policy, The Boggio Family of Pharmacies shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

ASSISTIVE DEVICES

6. The Boggio Family of Pharmacies will ensure that staff is trained and familiar with various assistive devices that may be used by customers/staff with disabilities while accessing our goods and services. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive device to access goods and/or services.

7. The Boggio Family of Pharmacies currently provides the following types of assistive devices at our facilities:

- Wheelchair accessible public washroom
- All assistive devices currently for sale or rent
- Written documents/policies

COMMUNICATION

8. Boggio Family of Pharmacies will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

SERVICE ANIMALS

9. Service animals offer independence and security to many people with various disabilities. Boggio Family of Pharmacies welcomes people with disabilities and their service animals on the parts of our premises that are open to the public.

10. Examples of service animals include:

- Dogs used by people who are blind
- Hearing alert animals for people who are deaf, deafened or hard of hearing
- Animals trained to alert an individual to an oncoming seizure and lead them to safety

11. Every employee will allow persons with disabilities to be accompanied by their guide dogs or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with a disability. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

12. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour), an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.

SUPPORT PERSONS

13. Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support worker providing physical assistance. A support person may be a volunteer, friend or relative who will assist and support the customer.

NOTICE OF TEMPORARY DISRUPTION

14. In the event of a planned or unexpected disruption to our services or facilities for customers with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, The Boggio Family of Pharmacies will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, it's anticipated length of time, and a description of alternative facilities or services, if available.

15. The notice will be placed at all entrances to our premises and on our customer newsletter if applicable.

TRAINING STAFF

16. The Boggio Family of Pharmacies will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of goods and services shall receive training on the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Boggio Family of Pharmacies Accessibility Standards for Customer Service Policy
- 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 our goods and services

17. Current employees, agents, volunteers, management, etc. shall receive training. New employees, agents, volunteers, management, etc. shall receive training as soon as 'practicable' after being assigned their role. Ongoing training to changes of policies, procedures shall be provided.

18. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

FEEDBACK PROCESS

19. Anyone who wishes to provide feedback on the way The Boggio Family of Pharmacies provides goods and services to people with disabilities can, verbally speak to any of our employees in person or by phone, put a suggestion in our suggestion box located at the front exit, e-mail or fax us. All feedback will be directed to "Larry Boggio". Customers' complaints will be addressed accordingly.

PROVISION OF DOCUMENTATION

20. The Boggio Family of Pharmacies will upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for customer Service Policy to any person, in format agreed upon by the parties.

REVIEW AND AMENDMENTS

21. Any policy of The Boggio Family of Pharmacies that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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Boggio Family of Pharmacies

POLICY

ACCESSIBILITIES FOR ONTARIANS WITH DISABILITIES ACT, 2005

April 2012

AODA

As enacted by the Ontario government, AODA has been put in place to ensure accessibility for Ontarians with disabilities in an attempt to make Ontario more accessible by 2025.

PROVINDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

The Boggio Family of Pharmacies is committed to serving all customers including persons with disabilities/challenges.

ASSISTIVE DEVICES

Boggio Family of Pharmacies will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities /challenges while accessing the goods and services of our organization

COMMUNICATION

Boggio Family of Pharmacies will communicate with persons with disabilities/challenges in ways that take into consideration their disability/challenge and that preserves their independence and dignity.

SERVICE ANIMALS

Boggio Family of Pharmacies welcomes persons with disabilities/challenges and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

SUPPORT PERSONS

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