

# BOGGIO FAMILY OF PHARMACIES

Boggio Pharmacy Ltd \* 200 Catharine Street \* Port Colborne \* ON \* L3K 4K8 \* 905-834-3514  
Boggio & Edwards Pharmacy Ltd \* 307 Ridge Rd N \* Ridgeway \* ON \* L0S 1N0 \* 905-894-2200  
Boggio & MacKinnon Pharmacy Ltd. \* 6680 Drummond Rd \* Niagara Falls \* ON \* L2G 4P1 \* 905-354-1812  
Boggio & Parton Fonthill Pharmacy Ltd. \* 155 Hwy 20 W \* Fonthill \* ON \* L0S 1E0 \* 905-892-4994

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## Multi-Year Accessibility Plan Accessibilities for Ontarians with Disabilities

The Boggio Family of Pharmacies is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act and the related Integrated Accessibility Standards Regulations.

This 2014-2021 accessibility plan outlines the policies and actions that the Boggio Family of Pharmacies will put in place to improve opportunities for people with disabilities.

The Boggio Family of Pharmacies Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and/or as required.

### **Statement of Commitment**

The Boggio Family of Pharmacies is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Customer Service Standard and Achievements**

**Status: Complete/Ongoing**

The Boggio Family of Pharmacies is committed to excellence in serving all customers including persons with disabilities. We have put the customer service policies into practice as required by the Accessibility for Ontarians with Disabilities Act, 2005. The Boggio Family of Pharmacies Accessibility Plan has put in place a customer service plan that:

- \* Considers a person's disability when communicating with them
- \* Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- \* Allows service animals
- \* Welcomes support persons
- \* Lets customers know when accessible services aren't available
- \* Invites customers to provide feedback

## **Accessible Emergency Information**

### **Status: Complete/Ongoing**

The Boggio Family of Pharmacies is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. Our policies for Ontarians with Disabilities are in a written format and are available to the public. These policies will be provided in an accessible format if it is requested.

The Boggio Family of Pharmacies is committed to maintaining a safe workplace for all employees and will continue to revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency. We will review the emergency response information when the employee changes work locations and/or when we review the employee's overall accommodation needs. We will also review our organization's emergency response policies on a yearly basis.

## **Training**

### **Status: Complete/Ongoing**

The Boggio Family of Pharmacies will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Boggio Family of Pharmacies has taken the following steps to ensure that employees are provided with the training needed to meet Ontario's accessible laws.

- Training is provided to all staff
- Training is provided to all new hires within two weeks of hire date
- Training covers the accessibility requirements for the Integrated Accessibility Regulation and Accessible Customer Service Standard
- Training covers how the Human Rights Code pertains to persons with disabilities

## **Employment Standard**

### **Status: Complete/Ongoing**

The Boggio Family of Pharmacies is committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. If a job applicant requests accommodation, we will consult with them and make adjustments that best suit their needs.

The Boggio Family of Pharmacies will work with any employee returning to work after an absence due to a disability. We will take the steps necessary to facilitate an easy return to work and accommodate the employee as needed for their individual requirement.

## **Kiosks**

### **Status: Complete/Ongoing**

The Boggio Family of Pharmacies will consider the accessibility of interactive electronic terminals when it is designing, procuring or acquiring any new self serve kiosks.

Currently The Boggio Family of Pharmacies has point of sale terminals and self-serve photo kiosks.

## **Information and Communications**

### **Status: Ongoing**

The Boggio Family of Pharmacies is committed to meeting the communication needs of people with disabilities. We have taken the appropriate steps to ensure existing feedback processes are accessible to people with disabilities upon request and to make sure that all publicly available information is made accessible upon request.

We will take the necessary steps to make all new websites and content on those sites conform to WCAG 2.0, Level AA by January 01, 2021.

## **Design of Public Spaces**

### **Status: Ongoing**

The Boggio Family of Pharmacies will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

Outdoor paths of travel, like sidewalks, ramps, and stairs.

Accessible off street parking

Service related elements such as service counters and waiting areas

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information on this accessibility plan please contact:

Larry Boggio at 905-834-3514

Or e-mail [port@boggios.com](mailto:port@boggios.com)

## **Other**

The Boggio Family of Pharmacies will take steps to prevent and remove any other accessibility barriers as identified by the public, customers and employees..