



# **Mulvihill Drug Mart**

## **Accessible Customer Service Policy**

**January 2012**  
**(update: April 2021)**

# Mulvihill Drug Mart Accessible Customer Service Policy

## Statement of Commitment

Mulvihill Drug Mart is committed to ensuring equal access and participation for individuals with disabilities. Our company is committed to treating people with disabilities in a manner that allows them to maintain both their dignity and their independence.

Mulvihill Drug Mart believes in integration, and as such we are committed to meeting the needs of people with disabilities in a timely manner. We will do this by removing barriers that prevent accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## Purpose Statement

The stated purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is: *To achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025*

Mulvihill Drug Mart is committed to meeting the requirements of the accessibility standards, and ensuring equal access and participation for people with disabilities. The Ontario Regulations for Accessibility Standards for Customer Service – applies to every designated public sector organization and to every person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

This policy establishes the accessibility standards for customer service for Mulvihill Drug Mart, in accordance with the requirements of Ontario's accessibility laws.

## Policy

This policy applies to all Mulvihill Drug Mart staff members who deal with the public, or other third parties.

Mulvihill Drug Mart makes reasonable efforts to ensure that its policies, procedures, and practices, pertaining to the provision of goods and services to the public and other third parties, align with the following guiding principles:

- The provision of the goods or services is in a manner that respects the dignity and independence of persons with disabilities.
- Integration of the provision of goods or services to persons with disabilities and others 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 or services.

- Giving persons with disabilities an opportunity equal to that given to others to obtain, to use, and to benefit from the goods or services

## **Training**

We are committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. Employees will be trained on accessibility as it relates to their specific roles. We do annual eworkplace training on Accessibilty in the workplace.

## **Self-service kiosks**

As a private sector organization we are aware and have regard for accessibility in this requirement.

## **Information and Communications**

Mulvihill Drug Mart supports an accessible Ontario, promoting the independence and integration of those with disabilities. When communicating with a person with a disability, individuals working on behalf of Mulvihill Drug Mart do so in a manner that takes into account the person's disability and makes reasonable efforts to have the person with a disability understand both the content and intent of its communications.

When asked to provide information about our organization and its services, including public safety information, in accessible format or with communication supports.

With our updated website we will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

### **Use of Assistive Devices:**

Mulvihill Drug Mart is committed to serving persons with disabilities who use assistive devices to obtain, to use, or to benefit from our goods and services. Mulvihill Drug Mart trains staff on or about the assistive devices that we have available at our store and realize that persons with disabilities may use their own assistive devices to access Mulvihill Drug Mart goods and services.

### **Use of Service Animals:**

Mulvihill Drug Mart is committed to welcoming persons with disabilities and their service animals at all of our locations and welcomes the person to keep the service animal with them.

Mulvihill Drug Mart provides training to employees on how to interact with persons with disabilities whom a service animal accompanies, to all people to whom this policy applies.

**Use of Support Persons:**

Mulvihill Drug Mart is committed to welcoming people with disabilities accompanied by a support person. Any person with a disability accompanied by a support person is welcome to Mulvihill Drug Mart stores with his or her support person.

On occasion persons with disabilities require the assistance of a support person to protect their health and safety or the health and safety of others. If necessary, for protecting the health and safety of the person with the disability or others on site, Mulvihill Drug Mart may require a support person to accompany a person with a disability.

**Notice of Temporary Disruptions in Services and Facilities**

If there is a temporary disruption in Mulvihill Drug Mart facilities or services, which are utilized by persons with disabilities, completely or in part, Mulvihill Drug Mart gives public notice of this disruption.

**Availability of the Accessible Customer Service Documents:**

Mulvihill Drug Mart prepares any additional documents describing its policies, practices, and procedures as required, upon request, gives a copy of the documents to any person. Further, Mulvihill Drug Mart makes reasonable efforts to inform persons to whom it provides goods and services that the documents required are available upon request.

Mulvihill Drug Mart gives the person the documents, or the information contained in the documents, described above, in a format that takes into account the person's disability.

**Employment**

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

## **Design of Public Spaces**

We will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Outdoor public eating areas
- Accessible off-street parking
- Service-related elements like service counters and waiting areas

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

## **Changes to existing policies**

We will notify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

## **Feedback Process**

Mulvihill Drug Mart has a feedback process, regarding compliance with the requirements of the AODA.

## **RATIONALE STATEMENT**

- This policy supports the principles of Client-Driven Care because it provides respectful services that focus on the unique needs of each individual.
- This policy enables the Mulvihill Drug Mart to be a good steward of resources by ensuring that persons with disabilities have access to accessible customer service documents.