# Accessibility for Ontarians with Disabilities (AODA)

## Accessible Customer Service Standard Statement

Providing Goods and Services to People with Disabilities:

1. **Our Accessibility Mission**

The mission of the **Hogan Pharmacy Group** is to ensure the safe, effective and knowledgeable dispensing of medication, advice and health care aids with compassion, respect and confidentiality.

1. **Our Accessibility Commitment**

In fulfilling our mission, the **Hogan Pharmacy Group** strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Weare also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

1. **Providing Goods and Services to People with Disabilities**

The **Hogan Pharmacy Group** is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

**3.1** **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

**3.2** **Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or is not available.

**3.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customer with disabilities while accessing our goods or services.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: wheelchair accessible entrance doors.

**3.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: large print, e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

1. **Use of Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Hogan Pharmacy Group’s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

1. **Notice of temporary disruption**

Hogan Pharmacy Group will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances and service counters on our premises.

1. **Training for staff**

Hogan Pharmacy Group will provide training to all employees and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: Managers, Pharmacists, Pharmacy Technicians, Pharmacy Assistants, Delivery Drivers, and Office Staff.

This training will be provided in a timely manner after staff commence their duties.

Training will include the following:

* The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
* 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
* How to use the wheelchair accessible entrance doors of our premises
* What to do if a person with a disability is having difficulty in accessing Hogan Pharmacy’s goods and services
* The Hogan Pharmacy Group’s policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

**Feedback process**

The ultimate goal of the Hogan Pharmacy Group is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Hogan Pharmacy Group provides goods and services to people with disabilities can be made by: customer feedback form, e-mail or verbally. All feedback will be directed to the General Manager.

Customers can expect to hear back in a timely fashion.

Complaints will be addressed according to complaint categories already established in our company’s complaint management procedures.

1. **Modifications to this or other policies**

The Hogan Pharmacy Group is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Hogan Pharmacy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

1. **Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by, or referred to,

[owner/manager name]

[Title].

**Web Sites you can visit for further information**.

http://www.aoda.ca/the-act/

<http://www.aoda.ca/customer-care-standard/>

http://www.aoda.ca/archives/