



AODA Customer Service Standard Policy

Our Commitment

MediPharmDirect strives to provide our services in a manner that is accessible to all of our customers and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefits of the same services, in the same place in a similar way to all customers.

Providing Services to People with Disabilities

MediPharmDirect is committed to excellence in servicing all customers including people with disabilities and we carry out our function and responsibilities in the following areas;

Communication

We will communicate with people with disabilities in ways that take into account their disability. The staff at MediPharmDirect will encourage communication through email, text messaging, telephone, Bell Relay services, Bell video Relay service and in person, with or without a support person, or through an alternative method if available, based on the needs of the customer. Translation of written communication may be available. We will train our team who communicates with customers on how to interact and communicate with people with various disabilities.

Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train our team 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 email, through text messaging, in person or with the assistance of a support person, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

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

Billing

We are committed to providing invoices and business agreements to all of our customers. For this reason, invoices or business agreements will be provided in the following formats upon request: hard copy or email, to allow for variations in font size or format.

We will answer any questions customers may have about the content of the invoice or business agreement in person, by telephone or by email.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person or service animal. At no time will a person with a disability who requires a support person or service animal be prevented from having accessing our services.

Should MediPharmDirect host an event, if there are fees charged, MediPharmDirect may charge a support person a nominal fee to cover any event related expenses. Customers will be informed of this by a notice that will be included in any event collateral distributed.

Notice of Temporary Disruption

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

For extended absences, the notice will be posted on the website, auto email replies will be generated and the voice mail notification will be changed, if needed.

Training for Team Members

MediPharmDirect will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following;

- The purpose of the Accessibility with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various 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 any assistive devices offered by MediPharmDirect, if applicable.
- What to do if a person with a disability is having difficulty accessing MediPharmDirect's services.
- MediPharmDirect's policies, practices and procedures relating to the customer service standard.

All members of the team will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Team members will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of MediPharmDirect is to meet and surpass customer expectations while servicing customers with disabilities. Comments regarding how well these expectations are being met are welcomed and appreciated.

Feedback regarding the way MediPharmDirect provides services to people with disabilities can be made by completing the Customer Service Feedback form which can be provided by email, hardcopy or verbally, upon request. All feedback will be directed to the Accessibility Coordinator at jennifer.andrew@medipharmdirect.com or 905-536-0630. Customers can expect to hear back within 24 hours of receipt.

Modifications to this or other Policies

We are 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 MediPharmDirect that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. Copies of MediPharmDirect's Customer Service Standard policies, procedures and practices are available upon request, in writing, by email or verbally. If anyone has a question about the policy or if the purpose of the policy is not understood, an explanation should be provided or referred to the Accessibility Coordinator at MediPharmDirect who can be reached in person, by telephone at 905-536-0630 or by email at jennifer.andrew@medipharmdirect.com.

Approved By:

Jennifer Andrew

December 20, 2016

Jennifer Andrew, Managing Director

Date: