

---

# AODA – Accessibility Standards for Customer Service Policy

Human Resources – Express Scripts Canada

Effective: January 2013

Revised: December 20, 2020



## Purpose:

At Express Scripts Canada (ESC), we are committed to providing our goods and services in a way that respects the dignity and independence of persons with disabilities. We are further committed to giving persons with disabilities the same opportunity to access our goods and services as other customers and allowing persons with disabilities to benefit from the same services, in the same places and in similar ways.

## Administration

The Human Resources Department is responsible for the administration of this policy. This policy, and any amendments, will be reviewed by the Human Resources Department in consultation with the Employment Equity committee as required in the event of legislative changes or changes to company procedures. Any policy of ESC that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## Providing Goods and Services to Persons with Disabilities

We are committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

### Communication

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

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

### Telephone services

We will provide fully accessible telephone services to our customers. We will train employees 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, letter or relay service if telephone communication is not suitable to their communication needs or is not available.

### Assistive devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the company. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

### Billing

We will provide accessible invoices to all of our customers and hard copy, large print and email formats will be available upon request.

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

## Use of service animals and support persons

### Service Animal

We welcome persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to customers and other third parties. Documentation from a regulated health professional proving that the animal is a service animal may be required. The following regulated health professional colleges can confirm that the person requires the animal for reasons relating to the disability:

- College of Audiologists and Speech-Language Pathologists of Ontario;
- College of Chiropractors of Ontario;
- College of Nurses of Ontario;
- College of Occupational Therapists of Ontario;
- College of Optometrists of Ontario;
- College of Physicians and Surgeons of Ontario;
- College of Physiotherapists of Ontario;
- College of Psychologists of Ontario; or
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

We will ensure that all employees and others dealing with customers and third parties are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Express Scripts Canada will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the Human Rights Code and the Occupational Health and Safety Act, each customer's accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.

Due diligence needs to be paid to address health and safety requirements. For example, if a person's health and safety could be seriously affected by the presence of a service animal on the premises open to the public, management must fully analyze all options for safely accommodating the service animal. Options could include creating distance between the two individuals to eliminate in-person contact, changing the time the two individuals receive service, or using air purifiers and other measures that could allow the person to use their service animal on the premises.

In very exceptional circumstances where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises.

### Support Person

We also welcome persons 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 Express Scripts Canada'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. In situations where we require a person with a disability to be accompanied by a support person for health or safety reasons, we will consult with the person with a disability to understand their needs to protect the health or safety of the person and others on the premises.

## Notice of temporary disruption

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Express Scripts Canada. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use, reasonable efforts will be made to provide advance notice.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

When disruptions occur, Express Scripts Canada will provide notice by:

- Posting notices in conspicuous places, including at the main entrance, and the nearest accessible entrance to the service disruption, or on the company website
- On our voice mail
- On our website
- Verbally notifying customers when they contact Express Scripts Canada; or
- By any other method that may be reasonable under the circumstances

In the situation of unplanned temporary disruptions, advance notice may not be possible.

## Training for employees

We will provide training to all members of the organization as part of the onboarding process. Training will include the following:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing Express Scripts Canada's goods and services.
- A review of the Express Scripts Canada's policies, practices and procedures relating to the customer service standard.

All employees will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Express Scripts Canada will keep a record of training that includes the dates training was provided and the name of employees who attended the training.

## Feedback process

The ultimate goal of Express Scripts Canada 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 Express Scripts Canada provides goods and services to persons with disabilities can be made by e-mail, in person, or by telephone to Human Resources.

Express Scripts Canada Human Resources Department contact information:

Phone number: 1 888 677 0111

E-mail address: [eschr2@express-scripts.com](mailto:eschr2@express-scripts.com)

Mailing address: 5770 Hurontario St. 10<sup>th</sup> Floor, Mississauga, ON

Customers who wish to provide feedback verbally can do so to any ESC employee who will direct the feedback to the Human Resources department. Accessible formats and communication support will be provided on request.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## Associated Policies and References

<a href="#">Related Policies</a>	
<a href="#">Tools</a>	
<a href="#">Forms</a>	