



Accessible Customer Service and Integrated Accessibility Standards Policy

1. PURPOSE AND POLICY STATEMENT

This policy updates the existing Accessible Customer Service Policy. This policy implements the requirements of both the Accessible Customer Service Standard and the Integrated Accessibility Standards (Information and Communication, Employment and Transportation), Ontario Regulation 429/07 and Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Under the AODA, the following accessibility standard requirements are applicable to Dalton:

- Customer Service Standard
- Information and Communications Standards
- Employment Standards
- General Requirements

We at Dalton Pharma Services are committed to providing a barrier-free environment for our customers. The objective of this policy is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

APPLICATION

The Policy applies to all persons who, on behalf of Dalton Pharma Services, deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

2. DEFINITIONS

- Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- Disability** ó Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H.19.
- Service Animal** - An animal is a service animal for a person with a disability,
 - (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- Support Person** ó A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

3. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** - Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

4. IMPLEMENTATION

Dalton Pharma Services has created an Accessibility Committee responsible for:

- i. Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
- ii. Implementing an accessibility DVD or Online training program as required under the Act.
- iii. Developing a feedback procedure as required under the Act.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

5. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

I. Communication

Dalton Pharma Services strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

II. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability. Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

Staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

III. Service Animals

Persons with a disability may enter premises owned and/or operated by Dalton Pharma Services accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If a service animal must be excluded, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

If it is not readily apparent that the animal is a Service Animal, Dalton Pharma Services may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

Staff will receive DVD or Online on how to interact with persons with a disability accompanied by a Service Animal.

V. Support Persons

A person with a disability may enter premises owned and/or operated by Dalton Pharma Services with a Support Person and have access to the Support Person while on the premises.

Dalton Pharma Services may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Staff will receive DVD or Online training on how to interact with persons with a disability who are accompanied by a Support Person.

6. STAFF TRAINING

We will provide training that is appropriate to responsibilities to our employees including those who deal with the public or third parties on our behalf, and those who are involved in the development and approval of customer service and accessibility policies, practices and procedures. Training will be provided as soon as possible, including to applicable new employees during their training period and to staff on an ongoing basis when changes are made to these policies, practices and procedures.

Training will include:

- Our commitment to accessibility and supporting procedures.
- Information on applicable Human Rights Code legislation as it pertains to persons with disabilities
- The purpose of the Accessibility for Ontarians with Disabilities Act including related regulations: Customer Service Standard, and Integrated Accessibility Standards.
- 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 support person.
- How to use equipment or devices provided by our organization, as applicable, that may help with the provision of our goods or services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing our goods or service.

7. JOINING OUR TEAM

We are committed to the practice of accommodating applicants with disabilities in our recruiting processes. Applicants who are selected to participate in our interview processes are asked to advise us of any accommodation requirements they may have so we may discuss what suitable alternative arrangements should be made.

8. MULTI-YEAR ACCESSIBILITY PLAN

As part of the mandate to improve accessibility at Dalton Pharma Services, we will be developing a multi-year plan that will be available online and in alternative formats if requested. The primary goal is to develop a multi-year plan that will lay out a roadmap to meet the obligations set out in the Integrated Accessibility Standards Regulation (IASR).

In accordance with the requirements set out in the IASR, Dalton Pharma Services:

- Establish, review and update this plan in consultation with persons with disabilities
- Post the accessibility plan on its website (www.dalton.com)
- Report as required on its website (www.dalton.com) on the progress of the implementation of this plan;
- Provide the plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

9. QUESTIONS AND FEEDBACK

This policy is made available to the public via our company website. It is also available via telephone and email as alternate formats upon request.

The goal of Dalton Pharma Services is to meet and surpass customer expectations while providing our products and services to people with disabilities. Questions and/or feedback regarding how well those expectations are being met are welcome and appreciated and can be provided via the following methods to:

Human Resources
Dalton Pharma Services
349 Wildcat Road Toronto, ON M3J 2S3
Via email: hr@dalton.com
Via phone: 416-661-2102

Alternative methods of accessible formats and communication supports are also available upon request. Feedback comments and/or questions will be reviewed on an individual basis; responses will be provided within 14 days of receipt.