

---

## Policy

# Accessibility Standard for Customer service

## Purpose

This policy establishes that goods and services provided by McKesson Canada shall be provided to all customers including persons with disabilities and in accordance with the following key principles:

**Dignity:** Service is provided in a respectful manner consistent with the needs of the individual.

**Independence:** Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

**Equity/Equality of Outcome:** Service outcome is the same for persons with disabilities as for persons without disabilities.

**Integrated:** Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

In addition to the above key principles as provided for in the Customer Service Standard, McKesson Canada will be:

**Sensitive:** Service is provided in a manner that is respectful to an individual's needs.

**Responsive:** Service is delivered in a timely manner, considering the nature of the service and the accommodation required. For example, if needed, alternate formats will be provided by a specific deadline.

## Scope

The subject policy is delivered in accordance with the Accessibility for Ontarians with Disabilities Act 2005, and Regulation 429/07 Accessibility Standards for Customer Service, and is applicable to all policies, procedures and processes of McKesson Canada.

## Policy

### 1. Assistive Devices

Persons with disabilities shall be permitted to obtain, use of benefit from goods or services through the use of their own assistive devices.

McKesson Canada will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

In the event a person with a disability is hindered from accessing goods or services, McKesson Canada will accommodate the customer by using any other assistive measures available such as but not limited to providing temporary access to other assistive devices or a Support Person.

---

## Policy

### 2. Communication

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

### 3. Service Animals

Service animals, such as but not limited to guide dogs, hearing dogs, seizure, response dogs and other certified service animals shall be permitted entry to all McKesson Canada facilities and meeting rooms which are open to the public. A service animal is defined as:

“Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability.”

Service animals are not permitted:

- Where food preparation is being undertaken; or
- As otherwise disallowed by law.

Where a Service Animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as:

- Alternate meeting format, such as teleconference/videoconference, where technology permits;
- Deliver the goods or service at an alternate time or location;
- Any other assistive measures available to deliver a good or service to ensure equality of outcome.

Owners of Service Animals may receive information from staff as to the location of fresh water for the service animal and where service animals may be walked to relieve themselves.

### 4. Support Persons

A person with disability who is accompanied by a support person shall be permitted entry to all McKesson Canada facilities and meeting rooms which are open to the public, except:

- When there are fees applied against participants by a third party; and
- The support person was not pre-registered; **and**
- No vacancy exists.

If admission to an event is permitted and fees are payable to a third party, the support person is permitted to attend the event at their own cost.

If admission to an event is permitted and fees are payable to McKesson Canada the support person is permitted to attend at no cost.

---

## Policy

Where a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, the person with a disability shall be accompanied by a Support Person when on the premises.

The customer shall determine whether a Support Person is necessary, however where an employee believes that a Support Person should be in attendance, to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

- When there is a significant risk to the health and safety of the person with a disability or others (the mere possibility of risk is insufficient).
- When the risk cannot be eliminated or reduced by other means;
- When the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm; and
- When the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

### 5. Notice of Service Disruptions

In the event of a temporary or planned service disruption that would limit a person with a disability from accessing our facilities, goods or services, McKesson Canada will notify customers using the following methods/places:

- Web site; and
- Customer Service – Call Center; and
- Notice on entrance doors; and
- Included in the shipping totes as special announcements.

If an unexpected disruption occurs, other methods will be used to deliver the goods and services to a person with disabilities, such as:

- The goods and services delivery agent may provide the goods or services directly to the person with a disability at an alternate place and time, as deemed appropriate; or
- If appropriate or required, deliver the goods and service to the person's place of residence; or
- Any other assistive measures available and deemed appropriate to deliver goods and services.

All notices of disruption shall include:

- The name of the event/service;
- The normal service location being impacted;
- Alternate service locations;
- Alternate service methods;
- Hours of service availability;

---

## Policy

- Contact information; and
- Any other information deemed appropriate to deliver a good or service.

### 6. Training

All McKesson Canada employees in Ontario providing direct service to persons with disabilities or third parties shall be trained in the various aspects of accessible customer service delivery.

Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

All training, regardless of format, shall cover:

- An overview of the purposes of the AODA and an awareness of the subject McKesson Canada policy;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and TTY (teletype);
- Instruction on what to do if a person with a disability is having difficulty accessing your services.

Training shall be mandatory for all new employees upon their initial orientation. In addition, all employees will be trained when changes are made to this policy.

### 7. Feedback process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

All feedback will be kept in strict confidence and used to improve customer service.

Customers can provide feedback, including complaints, by:

1. Email to [accessibility@mckesson.ca](mailto:accessibility@mckesson.ca)
2. Send a letter to the Human Resources Diversity team at McKesson Canada, 4705 rue Dobrin, Saint-Laurent, Québec, H4R 2P7

---

## **Policy**

In addition, the author of the feedback will be provided a response in the format that is deemed appropriate, in any.

### **8. Notice of Availability of Documents**

This policy and any other document deemed to be a key in the delivery of goods and service will be made available upon request in a format that takes into account the person's disability.

Notwithstanding the above, this policy will be made available on the McKesson Canada website, and made available to any person to whom it provides goods or services by any other method or format as is reasonable in the circumstances.

### **9. Modification to this or other policies**

Any policy, practice or procedure of McKesson Canada that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.