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# AODA - Integrated Accessibility Standards Policy Human Resources – Express Scripts Canada

Effective: January 2013

Revised: December 20, 2020



## Purpose:

The following policy has been established by Express Scripts Canada to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards (IAS)" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Express Scripts Canada is governed by this policy as well as the *AODA - Accessibility Standards for Customer Service Policy* and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

## Policy Statement

Express Scripts Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

This policy will be implemented in accordance with the time frames established by the Regulation.

## Administration

Human Resources is responsible to oversee organizational compliance with the AODA IAS Policy and to lead implementation of the Multi-Year Accessibility Plan 2013-2021 to its completion in 2021. This policy, and any amendments, will be communicated by the Human Resources department on an annual basis or as required.

## Accessibility Plan

Express Scripts Canada has developed and is maintaining an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, Express Scripts Canada will provide a copy of the Accessibility Plan in an accessible format.

## Training

Express Scripts Canada will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and contractors;
- all persons who participate in developing Express Script Canada's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees, contractors and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable.

Express Scripts Canada will keep a record of the training it provides.

## Procuring or Acquiring Goods and Services, or Facilities

Express Scripts Canada will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

## Information Communication Standards

### Feedback

Express Scripts Canada will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Human Resources is responsible ensure that all existing external and internal feedback processes are accessible to people with disabilities. Our website will clearly inform users/readers that alternative formats for giving feedback are available upon request to Human Resources.

Requests can be directed to Human Resources at [eschr2@express.scripts.com](mailto:eschr2@express.scripts.com) or by telephone at 1 888 677 0111. Print materials such as surveys, etc., will include notice that accessible formats are available upon request to Human Resources.

### **Accessible Formats and Communication Supports**

Upon request, Express Scripts Canada will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Express Scripts Canada will consult with the person making the request in determining the suitability of an accessible format or communication support.

Express Scripts Canada will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content**

Express Scripts Canada will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

## **Employment Standards**

### **Recruitment**

Express Scripts Canada will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

Express Scripts Canada will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Express Scripts Canada will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, Express Scripts Canada will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

Express Scripts Canada will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, Express Scripts Canada will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Express Scripts Canada will consult with the employee making the request.

### **Workplace Emergency Response Information**

Express Scripts Canada will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Express Scripts

Canada is aware of the need for accommodation due to the employee's disability. Express Scripts Canada will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, Express Scripts Canada will, with the consent of the employee, provide the workplace emergency response information to the person designated by Express Scripts Canada to provide assistance to the employee.

Express Scripts Canada will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

**Documented Individual Accommodation Plans**

Express Scripts Canada maintains a written process for the development of documented individual accommodation plans for employees with disabilities as described in the Workplace Accommodation policy.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

**Return to Work Process**

Express Scripts Canada maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process, as described in the Return to Work policy, outlines the steps Express Scripts Canada will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

**Performance Management, Career Development and Advancement & Redeployment**

Express Scripts Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

**Associated Policies and References**

Related Policies	Return to Work policy; Workplace Accommodation Policy; AODA – Accessibility Standards for Customer Service Policy
Tools	
Forms	