

Accessible Customer Service Standards Policy

Purpose

The purpose of this policy is to ensure that Teladoc Health Canada provides accessible customer service to people with disabilities in a manner that respects dignity and independence, promotes equal access, and supports the identification, removal and prevention of barriers to accessibility, in accordance with *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11 (“AODA”), the *Integrated Accessibility Standards Regulation*, O. Reg. 191/11 (“IASR”), including the “Customer Service Standards” under Part IV.2 of the IASR, and applicable accessibility and human rights legislation. Where applicable legislation establishes accessibility requirements that exceed the requirements described in this policy, Teladoc Health Canada will comply with the higher standard.

Scope

This policy applies to all Teladoc Health Canada Personnel.

Responsibilities

The following table outlines the responsibilities applicable in this procedure.

Role	Responsibility(s)
Personnel	<ul style="list-style-type: none"> Comply with this policy and related accessibility requirements Provide customer service in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities Support the use of assistive devices, Service Animals, and Support Persons Promptly identify and report accessibility barriers, concerns or customer feedback
Managers and Supervisors	<ul style="list-style-type: none"> Promote compliance with this policy within their teams Ensure Personnel complete required accessibility training Support the resolution of accessibility barriers and customer service issues
Human Resources	<ul style="list-style-type: none"> Maintain and administer this policy Provide guidance regarding accessibility requirements and accommodation practices Support accessibility training initiatives and employee communications, as appropriate
Customer Service/ Client Support Teams	<ul style="list-style-type: none"> Apply accessible customer service practices in customer interactions Receive, document, and escalate accessibility-related feedback and concerns as appropriate Support the resolution of accessibility barriers affecting customers

Role	Responsibility(s)
Operations	<ul style="list-style-type: none"> • Support the accessibility of facilities, service delivery channels and customer-facing technologies • Coordinate communications regarding temporary disruptions to facilities or services used by people with disabilities • Identify and address operational accessibility barriers where reasonably practicable
Legal/Compliance	<ul style="list-style-type: none"> • Monitor legislative and regulatory accessibility requirements • Provide guidance on compliance obligations and policy updates • Support accessibility-related audits, reporting, and investigations • Coordinate mandatory accessibility training as part of onboarding and annual compliance training, and maintain training records
Senior Leadership Team (SLT)	<ul style="list-style-type: none"> • Foster a culture of accessibility and inclusion • Support compliance with applicable accessibility and human rights legislation • Ensure appropriate resources are available to support accessibility initiatives and continuous improvement

Related documentation and references

The following is a list of related policies and documentation that pertain to this policy.

Document	Description
Teladoc Health Canada Integrated Accessibility Standards Policy	This policy outlines Teladoc Health Canada’s commitment to identifying, removing and preventing barriers to accessibility and meeting applicable accessibility requirements, including those under AODA and the IASR.
Teladoc Health Canada Multi-Year Accessibility Plan	This document outlines the actions Teladoc Health Canada is taking to identify, remove and prevent barriers to accessibility, meet applicable accessibility requirements, and improve opportunities for people with disabilities. It is reviewed annually and updated at least once every five (5) years.

Terminologies

The following is a list of terms (and acronyms) with their definition.

Term	Definition
AODA	<i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i>
Customer	Includes any patient, member, or other member of the public or third party
Disability	As defined in AODA, and as amended from time to time
IASR	<i>Integrated Accessibility Standards Regulation, O. Reg. 191/11</i>

Term	Definition
Personnel	Includes regular full-time and part-time employees, temporary employees, interns, independent contractors, consultants and volunteers.
Service Animal	An animal used by a person with a disability for reasons relating to their disability. An animal may be recognized as a "Service Animal" where it is readily apparent that the animal is being used for reasons relating to a disability or where the person provides documentation from a regulated health professional confirming the need for the animal.
Support Person	A person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

Policy

1. Commitment

Teladoc Health Canada is committed to identifying, removing and preventing barriers to accessibility and promoting the dignity, independence and equal participation of people with disabilities across Canada. This policy establishes Teladoc Health Canada's requirements for accessible customer service and is intended to support compliance with the requirements of AODA and applicable human rights legislation.

2. Communication and Communication Supports

Teladoc Health Canada will communicate with people with disabilities in ways that consider their disability. We will train Personnel who communicate with customers on how to interact and communicate with people with various types of disabilities. We will:

- Use clear, plain language;
- Offer alternative communication methods where appropriate in a timely manner and at a cost no more than the regular cost charged to others; and
- Work with individuals to determine effective communication approaches.

Teladoc Health Canada is committed to providing fully accessible communication channels, including telephone. We will train Personnel to communicate with customers over the telephone in clear and plain language, and to speak clearly and slowly. We will work with each customer to determine an appropriate communication method, which may include email, relay services, communication support or the involvement of a Support Person, if telephone communication is not suitable for their communication needs or is not available.

3. Assistive Devices

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

4. Service Animals

We are committed to welcoming people with disabilities who are accompanied by a Service Animal on the parts of our premise that are open to members of the public and third parties, unless excluded by law, in which case Teladoc Health Canada will ensure that other reasonable measures are available to enable access to goods and services. If a Service Animal is prohibited from the premises, Teladoc Health Canada will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Teladoc Health Canada's goods or services.

Teladoc Health Canada will ensure that all Personnel dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a Service Animal.

Service Animals must be supervised by their owners and kept in control when used to access Teladoc Health Canada's goods or services. If a Service Animal's behaviour poses a real or significant risk to the health or safety of others, Teladoc Health Canada may request that alternative arrangements be made to provide access to goods or services. Any such action will be taken in a manner that respects the dignity and independence of the individual.

5. Support Persons

Teladoc Health Canada is committed to providing accessible services to people with disabilities who are accompanied by a Support Person. A person with a disability may enter our premises with their Support Person and will always have access to such Support Person while on the premises.

No admission fee will be charged to a Support Person when visiting any Teladoc Health Canada location that is open to members of the public and third parties where a fee is normally required.

Teladoc Health Canada will only require a Support Person where necessary to protect the health or safety of the person with a disability or others and after considering available evidence and reasonable alternatives. In such circumstances, Teladoc Health Canada will work with the individual by consulting with them to understand their needs, considering all reasonable alternatives, and determine whether requiring a Support Person is the only reasonable way to ensure health and safety.

6. Notice of Service Disruptions

Teladoc Health Canada will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. It is possible that from time to time there will be disruptions in service (e.g. non-working elevator).

Notice of the disruption shall be provided in advance whenever possible and in the event of an unexpected disruption, notice will be provided as soon as possible. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice may be given by posting the information in a conspicuous place on the affected Teladoc Health Canada premises and, may also be posted on the website or over the phone on the main line greeting or by such other method as is reasonable under the circumstances.

7. Training for Personnel

Teladoc Health Canada will provide training to Personnel who deal with members of the public and third parties on their behalf, and to all those who are involved in the development and approvals of customer service policies, practices and procedures.

Teladoc Health Canada will provide the training as soon as practicable in a way that best suits the duties of the Personnel (online, in person etc.), and will keep records of the dates when training is provided, including the dates on which training is provided and the number of individuals trained, in accordance with AODA requirements. Training will include the following:

- The purposes of AODA, and the requirements of the Customer Service Standards (pursuant to IASR);
- 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 any equipment or assistive devices available on Teladoc Health Canada's premises;
- What to do if a person with a disability is having difficulty accessing goods and services; and
- Teladoc Health Canada's policies, practices and procedures relating to the Customer Service Standards.

8. Accessible Formats and Communication Supports

Teladoc Health Canada will make this policy publicly available and will provide it in accessible formats upon requests in a timely manner and tailored to the individual's needs. Upon request, Teladoc Health Canada will consult with the individual to determine suitable formats and provide them at no additional cost beyond standard charges at a cost that is no more than the regular cost charged to other persons, in accordance with AODA requirements. This commitment applies to all customer communications, documents, policies and service-related materials.

9. Feedback Process

Teladoc Health Canada welcomes feedback from our customers as opportunities to learn and improve. Feedback regarding the way Teladoc Health Canada provides goods and services to people with disabilities can be made by e-mail, telephone or in writing addressed to the attention of:

Attention: Legal Department
312 Adelaide Street West, Suite 200, Toronto, ON M5V 1R2
Telephone Number: 1-877-419-2378
Email Address: CANClientMemberSupport@teladochealth.com

Information about the feedback process will be made available to the public and provided in accessible formats upon request. Feedback will be reviewed and escalated internally, where appropriate, to ensure timely resolution and continuous improvement.

10. Compliance and Continuous Improvement

Teladoc Health Canada is committed to meeting all applicable accessibility requirements and continuously improving its accessibility practices. This policy will be reviewed regularly and updated as needed to ensure ongoing compliance with AODA, and its regulations, including the IASR, and applicable human rights legislation.

Records

Teladoc Health Canada will maintain records, as required under law, including but not limited to training records, feedback and complaints, accessibility requests, and policy updates. Legal/Compliance will maintain accessibility training records, while other records will be maintained by the appropriate business functions.

Review and Compliance

The policy will be reviewed on an annual basis by the SLT.