



## Accessible Customer Service Standards

**Eli Lilly Canada Inc.**

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[www.lilly.ca](http://www.lilly.ca)

### Our Commitment to Accessibility

Eli Lilly Canada is committed to providing accessible, inclusive, and integrated customer service to each and every one of our customers. Our Accessible Customer Service Standards are intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

### Eli Lilly Canada is committed to:

- Delivering our products in a way that respects the dignity and independence of people with disabilities.
- Allowing people with disabilities to access our goods and services, and benefit from them in the same place and manner as other customers.

### Our Accessible Customer Service Standards

At Eli Lilly Canada, actively ensuring accessible services is a priority. Our policies practices and procedures support the dignity, independence, integration and equal opportunities of people with disabilities. Our Accessible Customer Service Policy, as well as supporting policies and procedures, will be made available to customers upon request, and in a format that takes the customer's disability into account. We do our best to anticipate and respond to our customers' needs in a number of ways.

### Communication

Lilly employees will communicate with people with disabilities in ways that take their disability into account. We will provide full accessible telephone services and train employees to communicate clearly by phone. If based on a customer's communication needs, telephone communication is not suitable; we will communicate by email or relay service. Upon request, we will make reasonable efforts to make promotional and product materials available to customers with disabilities, in a format that takes their disability into account.

### Personal Assistive Devices

Lilly customers are welcome to use their own personal assistive devices to access our services. In addition, we will maintain and upgrade the assistive devices we make available to our customers, and we will ensure all staff knows which devices are available for their use.



## **Service Animals and Support Persons**

Service animals and support persons are welcome to accompany our customers with disabilities to the areas of our premises that are open to the public or other third parties. If there is a cost associated with the use of a support person in accessing Lilly services, we will ensure the customer is aware of the cost and assist in covering reasonable and appropriate expenses.

## **Training**

At Lilly employees and contractors who interact with the public, as well as those who participate in developing customer service policies, practices and procedures, will complete accessibility training. Further training will be provided as changes occur to policies, procedures and practices governing the provision of service to people with disabilities. Training records will be maintained and training will include:

- How to interact and communicate with people with various types of disabilities, including those who use an assistive device, service animals, or support person
- How to use available equipment or devices that may help when servicing people with disabilities
- What to do if a person with a disability has difficulty accessing Lilly products or services
- For employees in Ontario, the purposes of AODA, and the requirements of the Customer Service Standard, Ontario Regulation 429/07.

## **Notice of Temporary Disruption to Services**

If there is a planned or unexpected disruption to services used by customers with disabilities, a notice will be placed on the Lilly Canada website, including the reason for the disruption, its anticipated duration, and if available, a description of any alternate services.

## **Customer Feedback**

Lilly welcomes feedback about our delivery of services to people with disabilities. Please direct all feedback to our Customer Response Centre which can be reached at 1-888-545-5972. For those who use a teletypewriter device, you may contact our Customer Response Centre by using Bell Relay Service at 1-800-268-9242. All feedback will be acknowledged and addressed in a timely manner.