**AODA Information and Communications Standard Policy**

VCA Canada (Ontario) Professional Corporation (the “Company”) 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.

This policy shall apply to every person who deals with members of the public or their agents on behalf of the Company including employees, volunteers and persons who participate in the development of policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

**Definitions**

Accessible Formats: include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports:include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Information:includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Internet Website: a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.

Intranet Website: an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites.

Extranet Website: a controlled extension of the intranet, or internal network of an organization to outside users over the Internet

Web Content Accessibility Guidelines: refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”

**General Principles**

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11,* this policy addresses the following:

* General Requirements
* Information and Communications Standard Overview
* Accessible Formats and Communication Supports
* Accessible Websites and Web Content
* Emergency Procedures, Plans or Public Safety Information
* Feedback Process

**General Requirements**

The Company will develop, maintain, and, document a Multi-Year Accessibility Plan outlining the Company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

This Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company’s website. Upon request, we will provide a copy of the accessibility plan in an accessible format.

The Company will ensure that training is provided on the requirements of the accessibility standards and on the *Human Rights Code,* as it pertains to persons with disabilities, to all employees, volunteers, persons who participate in the development of Company policies and persons who provide goods, services or facilities on behalf of the Company.

This training will be provided as soon as practicable. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

**Information and Communications Standard Overview**

The Information and Communications Standard requires the provision of accessible formats and communication supports for persons with disabilities. It applies to any information and communication an organization shares about goods, services, or facilities offered to customers, clients and others.

The accessibility requirements as they relate to information and communications shall be met by the Company by January 1, 2016 unless otherwise specified.

**Accessible Formats and Communication Supports**

Upon request, the Company will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. The Company will take into account the person’s accessibility needs when customizing individual requests.

**Accessible Websites and Web Content**

All departments governed by the Company will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

The accessibility requirements as they relate to Websites and Web Content shall be met by the Company by January 1, 2021.

**Emergency Procedures, Plans or Public Safety Information**

The Company will ensure that any public emergency procedures, plans or public safety information are provided in an accessible format or with appropriate communication supports as soon as practicable, upon request.

**Feedback Process**

The Company has processes in place for receiving and responding to feedback and will ensure this process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The Company will notify the public about the availability of these accessible formats.

**Exceptions to policy**

The Information and Communications Standard does not apply to products and product labels; unconvertible information or communications; or information that the Company does not control directly or indirectly through a contractual relationship. If the Company determines that information or communications are unconvertible, the Company will provide the person requesting information or communication with the following:

* An explanation as to why the information or communications are unconvertible
* A summary of the unconvertible information or communications

Information is regarded as unconvertible if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available

### Acknowledgement & Agreement

I acknowledge that I have read and understand the AODA *Information and Communications Standard Policy*. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules of this policy, I may face corrective action.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_