**Accessible Client Service Plan**

VCA Canada is committed to providing our patients and clients with the best quality and compassionate animal care.

In fulfilling our mission, VCA Canada strives, at all times, to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services as our other clients.

**Providing Goods and Services to People with Disabilities**

We are committed to excellence in serving all clients, including people with disabilities. We will carry out our functions and responsibilities in the following areas:

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by clients with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff to be interactive and communicate effectively with people with various types of disabilities.

Service Animals

We welcome people with disabilities and their service animals.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them onto our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, i.e. power failure, VCA Canada will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the main entrance and posted on Facebook and our website.

Training

VCA Canada will provide training to ALL employees, volunteers and others who deal with the public or other third parties on our behalf.

Training will include:

* An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the AODA customer service standard
* (insert clinic name’s) Accessibility plan
* Interacting and communicating with people with various types of disabilities
* Interacting with people who use an assistive device or require the assistance of a service animal or a support person
* Using any equipment or assistive devices (TTY) available on-site or otherwise that may help with providing goods or services to people with disabilities
* Assisting individuals who are having difficulty in accessing the (insert clinic) goods and services due to a disability

Staff will also be trained when changes are made to our Accessibility Plan.

Feedback Process

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, or, email) will be available upon request for clients who wish to provide feedback on the way VCA Canada provides goods and services to people with disabilities.

All feedback, including complaints, will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Clients can expect to hear back from the Hospital Manager within 10 (ten) business days.

Clients can submit feedback to any of our team members. Please contact us either by phone or email. Both can be found on our Contact Us page of our website.

Modifications to Policies

Any policy of VCA Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.