**AODA Customer Service 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**

Assistive Devices: A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability:As defined by the *Accessibility for Ontarians with Disabilities Act, 2005,* and the *Ontario Human Rights Code, refers to:*

* any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
* a condition of mental impairment or a developmental disability;
* a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
* a mental disorder; or
* an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog:A highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons’ Rights Act,* to provide mobility, safety and increased independence for people who are blind.

Service Animal:As reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

* it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
* if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person:in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

**General Principles**

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07,* this policy addresses the following:

* The Provision of Goods and Services to Persons with Disabilities
* The Use of Assistive Devices
* The Use of Guide Dogs, Service Animals and Service Dogs
* The Use of Support Persons
* Notice of Service Disruptions
* Customer Feedback
* Training
* Notice of Availability and Format of Required Documents

**The Provision of Goods and Services to Persons with Disabilities**

The Company will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

* ensuring that all customers receive the same value and quality;
* allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
* using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
* taking into account individual needs when providing goods and services; and
* communicating in a manner that takes into account the customer's disability

**Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Company.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

**Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, the Company may request verification from the customer.

Verification may include:

* a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
* a valid identification card signed by the Attorney General of Canada; or,
* a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, the Company will make all reasonable efforts to meet the needs of all individuals.

**Support Persons**

If a customer with a disability is accompanied by a support person, the Company will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations the Company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

**Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Company. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Company’s goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

* goods or services that are disrupted or unavailable
* reason for the disruption
* anticipated duration
* a description of alternative services or options

Notifications Options:

When disruptions occur, the Company will provide notice by:

* posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Company’s website;
* contacting customers with appointments;
* verbally notifying customers when they are making a reservation or appointment; or
* by any other method that may be reasonable under the circumstances

**Feedback Process**

The Company shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available in each Reception Area. 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.

**Training**

Training will be provided to:

1. all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of the Company; and,
2. those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07,* regardless of the format, training will cover the following:

* A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
* A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
* Instructions on how to interact and communicate with people with various types of disabilities.
* Instructions on how to interact with people with disabilities who:
	+ use assistive devices;
	+ require the assistance of a guide dog, service dog or other service animal; or
	+ require the use of a support person.
* Instructions on what to do if a person with a disability is having difficulty accessing our services.
* The Company's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

The Company will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

The Company will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

**Notice of Availability and Format of Documents**

The Company shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place operated by the Company, the Company’s website and/or any other reasonable method.

**Exceptions to policy**

Exceptions to policy must be approved, in advance, by a Regional Operations Director. Written approval will be forwarded to the Human Resources Department for filing.

### Acknowledgement & Agreement

I acknowledge that I have read and understand the AODA *Customer Service 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_