

VCA Canada Multi-Year Accessibility Plan

Our Commitment

VCA Canada is committed to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in fostering an inclusive environment that provides equal opportunities for everyone and recognize the importance of accessibility in our hospitals and the services we provide to clients. We are committed to delivering exceptional client service to all clients, including those with disabilities, when Caring for Life's Greatest Companions.

Multi-Year Accessibility Plan General Requirements

The multi-year accessibility plan (the 'Plan') outlines our policies and strategy to prevent and remove barriers for people with disabilities and to make our services and locations accessible to clients, Associates and members of the public. This Plan is intended to meet the requirements of *Ontario Regulation 191/11* under the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*.

We have created, implemented, and maintain policies and procedures for each Standard under the Ontario Regulation 191/11 *Integrated Accessibility Standards Regulation* ('IASR Regulations') which include our statement of commitment to meeting the needs of people with disabilities. Our policies and applicable procedures are internally posted and available to all new and existing Associates.

VCA Canada completes the legislated accessibility compliance reporting in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* as required every three (3) years. The legislated reporting was last completed in **December 2023**.

Training

VCA Canada has a training program for our team in Ontario who deal with the public or other third parties on our behalf, and all of those who are involved in the development of policies and procedures. We maintain training records on who has been trained and when the training was completed and have processes in place to ensure new Associates receive the training. Our training program includes the following modules:

- A review of the Ontario Human Rights Code as it pertains to persons with disabilities
- A review of the Accessibility Standards for Customer Service
- A review of the AODA Employment Standards
- A review of the AODA General Information
- A review of the AODA Information and Communication Standards

Timeframe: Effective January 1, 2014, and ongoing as applicable.

Information and Communications

Accessible Formats and Communication Supports

When requested, we will provide or arrange for the provision of accessible formats and communication support in a timely manner that takes into account the person's accessibility needs due to disability. We will provide publicly available information at a cost that is no more than the regular cost charged to other persons. We will consult with the person requesting the information and provide or arrange for an accessible format and/or communication support that is suitable for them.

We are working to develop guidelines and best practices when creating accessible documents as well as developing protocol for situations where a suitable agreement cannot be made.

Timeframe: Effective January 2016, with ongoing compliance.

Websites and Web Content

VCA Canada has taken steps to ensure that all new internet websites and web content conforms to WCAG 2.0 Level AA. Should our Ontario-based websites not conform to WCAG 2.0 Level AA, we will work with appropriate departments to make the necessary changes and bring the websites and web content into compliance.

Timeframe: Effective January 2021, with ongoing compliance.

Feedback Process

VCA Canada has implemented a process for receiving and responding to client feedback. When we ask for client feedback about services clients received from VCA Canada, like surveys or comment cards, we will make them accessible, if requested.

We continue to improve accessibility of our information and communications by reviewing the feedback we receive to identify barriers and strive to remove those barriers for persons with disabilities.

Timeframe: Effective January 2016 and ongoing, as applicable.

Accessible Emergency Procedures, Plans or Public Safety Information

We provide the emergency and public safety information in an accessible format, upon request, and we will promptly respond to any requests for accessible formats.

We regularly identify and review any emergency and public safety information provided at the hospitals.

Timeframe: Effective January 2021 and ongoing, as applicable.

Employment

Workplace Emergency Response Information for Associates

We will provide individualized workplace emergency response information to Associates who have a disability, if the disability is such that individualized information is necessary and if we are aware of the need for. The workplace emergency response information will be provided as soon as practicable after becoming aware of the need for accommodation. If required, we will develop the plan jointly with the Associate who has disclosed the disability.

We will work with new Associates who require workplace emergency response assistance and

make sure that the information collected for existing Associates is current. If an Associate moves to a new location or if their accommodation needs change, the individualized workplace emergency plan will be reviewed.

With the Associate's consent, we will share the individualized workplace emergency plan with the person designated by VCA Canada to provide assistance to the Associate in cases of emergency, while maintaining the privacy of any medical information that may have been voluntarily disclosed during the process.

Timeframe: Effective January 2012 and ongoing, as applicable.

Individual Accommodation Plan

We have created a process to develop individual accommodation plans for Associates with disabilities. The individual accommodation plans will be created in accordance with the requirements of the *IASR Regulations*.

Individual accommodation plans are developed for Associates who have disclosed a disability or are returning to work from a leave of absence or absence due to disability and require accommodation. The Associate is assessed on an individual basis based on their individual needs. VCA Canada can request an evaluation of an outside medical expert, if required to assist with determining necessary accommodation and how to achieve the accommodation.

Should the Associate's accommodations change, the individual accommodation plan will be reviewed and updated in response to the accommodation changes.

Timeframe: Effective January 2016 and ongoing, as applicable.

Recruitment Process

All postings that are available to the public include a notice that VCA Canada is an equal-opportunity employer and applicants are to inform us if assistance is required as outlined in our job postings.

We notify Associates, potential hires and the public that accommodations can be made during the recruitment, assessment and selection processes for people with disabilities. We notify the availability of accommodations as part of the script for our hiring leaders and recruitment team when scheduling interviews.

If a selected applicant requests an accommodation, we will consult with the applicant and arrange for the provision of suitable accommodations that take into account the person's accessibility needs due to a disability.

We notify successful applicants of the policies for accommodating Associates with disabilities when offering a job and who they can contact if they wish to request an accommodation.

Timeframe: Effective January 2016 and ongoing, as applicable.

Employment Information and Communication Supports

When requested by the Associate, we provide accessible formats for information that is needed to perform their jobs or provide assistive technology that is generally available in the workplace.

Timeframe: Effective January 2016 and ongoing, as applicable.

Performance Management, Career Development and Redeployment

VCA Canada educates and creates awareness amongst our management team to take the accessibility needs of Associates with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance, managing career development and advancement or redeployment, as required.

Timeframe: Effective January 2016 and ongoing, as applicable.

Design of Public Spaces

Accessible Public Spaces

VCA Canada takes accessibility features and elements in accordance with *IASR Regulations* into account when planning for renovation projects in our hospitals and support office, including designing, procuring or acquiring waiting rooms and service desks.

We inspect the accessible elements in public spaces to ensure proper working order on a regular basis. Should an accessible element not be in working order, we will notify the public of the disruption in a format and method that is consistent with *IASR Regulations*.

Timeframe: Effective January 2017 and ongoing, as applicable.

Customer Service

Accessible Client Service

We are committed to providing service to clients with disabilities in appropriate ways that accommodate the client's needs to provide the same quality and value.

Timeframe: Effective January 2012 and ongoing, as applicable.

Assistive Devices, Service Animals and Support Persons

Assistive devices and service animals are permitted at all VCA Canada locations where clients have access. Support persons who accompany a person with a disability are welcome in areas where clients are permitted.

Our emergency procedures take into account clients with varying abilities to assist them with building emergencies.

Timeframe: Effective January 2012 and ongoing, as applicable.

Notice of Disruption

Clients are informed when accessible services are temporarily unavailable. The notice of disruption includes the good or service that are disrupted or unavailable, the reason for the disruption, the anticipated duration and a listing of alternatives available to the public.

Timeframe: Effective January 2012 and ongoing, as applicable.



Multi-Year Accessibility Plan Compliance

The Multi-Year Accessibility Plan is posted on the VCA Canada website. When requested, this Multi-Year Accessibility Plan will be made available in an accessible format that takes into account the individual's disability.

The Multi-Year Accessibility Plan will be updated by VCA Canada at least once every five (5) years, or as appropriate. The Plan is scheduled to be reviewed and updated no later than **December 31, 2028**.