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| **AODA Standard** | **IASR Requirement** | **Due Date** | **Steps To Take** | **Target Completion Date** | **Completion Status** |
| **Part 1: General Requirements** |  |  |  |  |  |
|  | Create policies and procedures for each standard. | Jan.1,2014 | Develop standardized policies and procedures on each applicable AODA standard. Included a statement of commitment on meeting the needs of people with disabilities. | Jan.1,2014 | Completed |
|  | Create Multi-Year Accessibility plans. | Jan.1,2014 | Establish an organization-wide accessibility plan for VCA Canada (Ontario) and share locally with Regional Managers and Practice Administrators for input. | Jan.1,2014 | Completed |
|  | Consider accessibility features when designing, procuring or acquiring kiosks. | Jan.1,2014 | Identify all kiosks at clinic/hospital level and consider accessibility during replacement cycle. | Jan.1,2014 | Ongoing |
| **AODA Standard** | **IASR Requirement** | **Due Date** | **Steps To Take** | **Target Completion Date** | **Completion Status** |
|  | Update Multi-Year Accessibility Plan. | Jan.1,2019 | Review and make any necessary updates to the plan. | Jan.1,2019 | Pending |
| **Part 2: Information & Communications Standard** |  |  |  |  |  |
|  | When asked, make your emergency and public safety information accessible to the public. | Jan.1,2012 | Identify and review any emergency and public safety information provided at VCA Canada clinics/hospitals. Respond to any requests for accessible formats. | Jan.1,2012 | Completed |
| **AODA Standard** | **IASR Requirement** | **Due Date** | **Steps To Take** | **Target Completion Date** | **Completion Status** |
|  | All new internet websites and web content on those sites must conform with WCAG 2.0 level A. | Jan. 1,2014 | Communications team will ensure all new websites and web content conform to WCAG level A. Expand company awareness of requirements for compliance under the standard. | Jan. 1, 2014 | Ongoing |
|  | Make information about your organization’s goods, services and facilities accessible upon request. | Jan.1,2016 | Provide or arrange for the provision of accessible format and communication supports in a timely manner that takes into account the person’s accessibility needs due to disability, and at no additional cost to them. Consult with the person making the request to determine the suitability of the accessible format or communication support. Develop protocol for situations where a suitable agreement cannot be made. | Jan.1,2016 | Pending |
|  | Make feedback processes, like surveys or comment cards, accessible | Jan. 1, 2015 | Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging the provision of accessible formats and communication supports, upon request and in a timely manner. | Jan. 1, 2015 | Completed |
|  | All internet websites and website content conforms with WCAG 2.0 level AA | Jan. 1, 2021 | Communications team will develop a plan to meet WCAG level 2.0 AA requirements. | Jan. 1, 2021 | Pending |
| **Part 3: Employment Standard** |  |  |  |  |  |
|  | When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that’s formatted so an employee with a disability can understand it. | Jan.1,2012 | Review clinic emergency information and determine which employees need help. Create individualized emergency plans, in an accessible format if required, jointly with the employee. Follow up with employees periodically. | Jan.1,2012 | Completed |
|  | Have in place a written process to develop individual accommodation plans for employees with a disability. | Jan.1, 2016 | Develop a written process that outlines the steps that VCA Canada will take to accommodate an employee with a disability (i.e. the manner in which the employee requesting accommodation can participate in the development of the plan, the means by which an employee is assessed on an individual basis, the manner in which VCA Canada can request evaluation by an outside medical expert, etc.) | Jan.1,2016 | Pending |
|  | Have a written return to work process in place for employees who have been absent due to a disability. | Jan.1,2016 | Develop a written process that outlines the steps that VCA Canada will take to facilitate an employee’s return to work and to provide accommodation after absenteeism due to disability. | Jan.1,2016 | Pending |
|  | Notify employees, potential hires and the public that accommodations can be made during the recruitment, assessment and selection processes for people with disabilities | Jan.1,2016 | Specify that accommodation is available for applicants with disabilities on the VCA Canada website and on job postings. Include availability of accommodation notice as part of the script in scheduling interviews. If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant’s accessibility needs due to disability. | Jan.1,2016 | Ongoing |
|  | Notify new hires and staff of policies for accommodating employees with disabilities | Jan.1, 2016 | Include notification of policies on accommodating employees with disabilities in offer of employment letters. Inform current employees and new hires of company policies supporting employees with disabilities during orientation process. |  |  |
|  | Take the needs of employees with disabilities into account during performance management, career development and redeployment processes. | Jan.1, 2016 | Educate and create awareness amongst management Practice Administrators and individuals in team-lead positions to take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:  -Assessing performance  -Managing career development and advancement  -Redeployment as required |  |  |
| **AODA Standard** | **IASR Requirement** | **Due Date** | **Steps To Take** | **Target Completion Date** | **Completion Status** |
| **Part 4: Design of Public Spaces** |  |  |  |  |  |
|  | Make new or redeveloped spaces accessible | Jan.1,2017 | Take accessibility features/elements into account when planning for renovation projects in VCA Canada clinics/hospitals. | Jan.1,2017 | Ongoing |
|  | Maintain accessible elements of public spaces | Jan.1,2017 | Take accessibility features/elements into account when renovating parking lots at VCA Canada clinics/hospitals. | Jan.1,2017 | Ongoing |