



Allandale Veterinary Hospital

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Dr. Alecia Forsyth
Dr. Ian Ryerse
Dr. Maggie Sharpe

Dr. Stephanie Pierre
Dr. Angie Casteo
Dr. Erin Syjueco

Dr. Elaine Murphy
Dr. Michelle DePass
Dr. Ashley Harrison

AODA Accessibility Policy

Allandale Veterinary Hospital is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Scope

This policy is intended to comply with the principles and guidelines set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR). This policy and the responsibilities described apply to Allandale Veterinary Hospital.

Definitions

The following terms are used in this policy and have the following meanings:

Accessible, Accessibility: products, services, facilities or environments that can be accessed, used by, or understood by all persons, including those with disabilities.

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

Assistive devices: any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter or similar device used to assist with mobility
- Communication devices, such as a hearing device, laptop computer, communication board or similar device used to assist with communication
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability



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Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability including physical, architectural, information or communications, attitudinal, technological or systemic policies or practices.

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

Disability: This policy uses the AODA and Ontario Human Rights Code definition of disability which defines a disability as:

- Any degree of physical disability
- A condition of mental impairment or developmental disability
- A learning disability or a dysfunction in one or more processes involving understanding or using symbols or spoken language
- A mental disorder or
- An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance act.

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

Public Spaces: As they relate to the hospital and defined by the AODO, public spaces include:

- Service-related elements like service counters, fixed queuing lines and waiting areas
- Accessible on or off-street parking and
- Outdoor paths of travel, like sidewalks, ramps and stairs

Service Animal: An animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability as a result of visual indicators such as an identification harness or vest worn by the animal or
- The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons related to a disability



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

Responsibilities

Allandale Veterinary Hospital is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Allandale Veterinary Hospital understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The hospital will provide safe, dignified and welcoming environment for everyone while providing an accessible and inclusive environment for all clients, employees, job seekers, suppliers and other who may use our services.

Training

The hospital will provide AODA and accessibility training to all employees. This training will be provided during the initial orientation period and when changes are made to the AODA or NVA accessibility policies or procedures. The hospital will also ensure that those who are involved in the development and approval of accessibility related policies and procedures and practices are trained on the AODA and the Ontario Human Rights code.

Information and Communication

The hospital will provide information about its services, including any required safety information in accessible formats or with communication support upon request. The hospital will meet Web content access requirements that the hospital controls or manages to ensure that information can be accessed by all.

Accessible or Alternate formats and Communication support

The hospital upon request, will provide or arrange for the provision of accessible or alternative formats and communication supports for persons with disability in a timely manner and at no additional cost to the individual. The company will consider the persons accessibility needs when responding to individual requests.

Assistive Devices

The hospital is committed to providing its services to persons with disabilities who use assistive devices to obtain, use or benefit from the hospital's services or goods. Staff and volunteers will be trained how to interact with persons with disabilities who use an assistive device.



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Service Animals

The hospital is committed to welcoming persons with disabilities who are accompanied by a service animal at our facility. Staff and volunteers will be trained how to interact with persons who require the assistance of a service animal.

Support Persons

A person with a disability who is accompanied by a support person will be welcome to access the services of our hospital. In certain circumstances, the hospital may require a person with a disability to be accompanied for the health or safety of the person with a disability or others at our premises.

Before deciding, the hospital will consult with the person with a disability to understand their needs and consider health or safety reasons based on available information to determine if there is no other way to protect the health or safety of the person or others.

Notice of Temporary Disruption

The hospital will provide notice in the event of a planned or unexpected disruption to our services or facilities for clients with disabilities, the hospital will notify our clients as soon as possible. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative services or facilities, if available. Information will also be made shared via:

- Email
- Social Media (Facebook and Instagram)
- Voicemail message
- Text announcement

Accessibility Feedback

People with disabilities who wish to provide feedback on the way the Hospital provides accessibility to our premises and/or general communication are encouraged to do so. Feedback regarding accessibility to our services and the manner in which Allandale Veterinary Hospital employees and volunteers interact with others is welcome and appreciated.

Comments and feedback can be submitted:

- In-person through Client Services
- By email to info@allandalevet.com
- By phone at (705) 733-1422
- Or by completing the contact form found on our website at <https://www.allandalevet.com/contact-us> and requesting to speak the staff person in



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charge of providing services to people with disabilities.

The Hospital Manager will ensure that our feedback process is accessible by providing or arranging for accessible formats and communication supports, if requested. All feedback, including complaints, will be handled by the Hospital Manager and will be responded to within one week of receiving the feedback.

Allandale Veterinary Hospital will ensure that our feedback process is accessible to people with disabilities by providing or arranging accessible formats and communication supports, on request.

Hiring (for applicants)

Allandale Veterinary Hospital is committed to being inclusive in our hiring policies. We will notify the public that we will accommodate the needs of persons with disabilities throughout our selection and hiring process. We will include language to reflect that commitment in our print and online job postings.

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests and accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

Workplace information (for employees)

Upon request by an employee, the company will provide workplace information in an accessible or alternate format or offer communication supports when necessary. Workplace information includes:

- Any information employees need to perform their jobs (for example job description or standard operating procedures)
- General information that is available to employees at work (company newsletters, bulletins, health and safety information, company policies)

The hospital will work with employees who request accommodations to determine how best to meet their needs and to provide accessible workplace information in a timely manner.

The hospital will also work with employees with disabilities to develop individual accommodation plans (IAP). Where necessary, these plans will include individual emergency response plans and information to assist during an emergency or evacuation.

The hospital will take into account any accessibility needs identified by employees during performance management, career development and redeployment processes.



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Change to Public Spaces

Should the hospital undertake any building or renovations of its public spaces, the hospital will ensure that accessible designs are incorporated whenever possible.

Communication of Accessibility Policies

The hospital will inform all employee about is policies to support persons with disabilities. Our accessibility policy will be reviewed with employees when they are hired. If we make modifications to our policies we will notify all current employees of the updates.

Effective Date	December 31, 2023
Date last Reviewed	January 27, 2025
Scheduled Review date	February 1, 2026
Approved by:	Angie Schofield, HM