
Multi-Year Accessibility Plan Requirement

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the Regulation.

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

Sample Plan

Message from the CEO

Allandale Veterinary Hospital is committed to providing excellent customer service by 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 proactively removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws. Our commitment is to review this plan at least every 5 years.

Angie Schofield
Hospital Manager

Introduction

Allandale Veterinary Hospital (hereinafter referred to as "Allandale", or "the Hospital"), is a full-service veterinary Hospital serving the Barrie area since 1989. We enjoy an excellent reputation built by the efforts of all employees. We believe that we have the physical facilities and veterinary expertise to continue our success in the future. We strive to provide our clients with the finest veterinary services and quality veterinary products.

We believe that every individual should be treated with respect. This includes not only our clients, but our employees, Hospital representatives and our owners. Our clients are to be treated with courtesy, attention and enthusiasm. We will demonstrate integrity at all times. We will support the veterinarians in all treatment protocol decisions and will refrain from sharing personal opinions with employees and clients. Allandale 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.

Allandale Veterinary Hospital is committed to excellence in serving all people with disabilities. We strive to provide our goods, services and facilities in a respectful and accessible manner to all clients, including persons with disabilities. Persons with disabilities will benefit from the same services, in the same place, in a similar way, as other clients. It is the commitment of the Hospital to provide equitable treatment, with respect to providing our goods and services without discrimination in accordance with The Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Ontario Regulation, O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS and the provisions of the Ontario Human Rights Code.

Allandale Veterinary Hospital

Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Allandale Veterinary Hospital

Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

has completed the following accessibility initiatives.

Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA). Allandale trained all employees on the Act and added an Accessibility Standards for Customer Service section to our Hospital Policy Manual. We are committed to provide equitable treatment to all clients, staff and volunteers.

Information and Communications

Detail actions and list initiatives from past years.

Ongoing updates to website to ensure compliance.

Many forms of communication available to provide information and feedback - texting, voice mail, email.

Employment

Detail actions and list initiatives from past years.

Added Workplace Accommodation section to New Hire documents.

Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

n/a

Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

n/a

Training

List initiatives from past years, if applicable.

2022-2023 - All new staff and volunteers required to complete the AODA on-line education through the NVA Compliance Courses platform.

Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

2011 - Building designed with accessibility in mind - wheelchair accessible, open concept

Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

n/a

Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

n/a

Section 2. Strategies and Actions

Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

Allandale Veterinary Hospital

Name of Organization

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

Annually - will train all staff and volunteers on how to provide goods and services to customers with disabilities, focusing on communicating and interacting with customers who have service animals, support persons and assistive devices.

Upon hire, new staff and volunteers will be trained on AODA and Human Rights Code.

Information and Communications

Allandale Veterinary Hospital

Name of Organization

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

Allandale is committed to providing accessible information and will continue to, upon request and in consultation with the person making the request, arrange for the provision of documents in an accessible format or with communication support to persons with a disability in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Employment

Allandale Veterinary Hospital

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

We will review our recruitment processes in 2024 with an inclusivity lens to eliminate barriers and ensure our processes are accessible to all candidates with disabilities.

Allandale will ensure that employees with disabilities who require workplace accommodation due to their disability will have a documented accommodation plan.

Procurement

Allandale Veterinary Hospital

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

n/a

Self-service kiosks

Allandale Veterinary Hospital

Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

n/a

Training

Allandale Veterinary Hospital

Name of Organization

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

Annual review of Employee Handbook and AODA Accessibility Policy and provide training for all staff regarding any changes, especially with requirements of the accessibility standards and on the Human Rights Code.

Ongoing training of new hires on the requirements of the accessibility standards and on the Human Rights Code.

Design of Public Spaces

Allandale Veterinary Hospital

Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

No new initiatives planned.

Allandale Veterinary Hospital

Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Transportation

Allandale Veterinary Hospital

Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

n/a

Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

For More Information

For more information on this accessibility plan, please contact at

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Our accessibility plan is publicly posted at

Website and/or Social Media Addresses
www.allandalevet.com

Standard and accessible formats of this document are free on request from

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