

## Accessibility Policy

<b>Purpose:</b>	This policy outlines how Queensway West Animal Hospital provides an accessible environment for team members and members of the public.
<b>Scope:</b>	This policy applies to all team members (full time, part time and casual) as well as contractors.

We recognize the value in creating an inclusive environment in which individuals of varying physical abilities can access our services and enjoy a safe and fulfilling work environment.

### Statement of Commitment

We are committed to giving individuals with disabilities equal opportunity to access our goods and services and to benefit from the same level of customer service and medical care. We are equally committed to providing our team members with equal employment opportunities, fair treatment and accommodation during all stages of the recruitment and employment life cycle.

### Accessible Customer Service Policy

We strive to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We will carry out our commitment to providing accessible, exceptional customer service in the following ways:

- Assistive Devices - We will ensure that our team members are aware of the assistive devices we have on-site which can be offered to clients and support the use of any personal assistive devices (e.g., mobility devices, oxygen tanks etc).
- Communication – We will adjust how we communicate to account for a specific disability (e.g. reading written information to a client, providing documents in large print or using an electronic document formatted to be accessible for use with a screen reader).
- Service Animals and Support Persons are welcome to accompany and assist our clients as they deem appropriate.
- Notice of Temporary Disruption - We will inform our clients as soon as possible in the event of a disruption to services or facilities for clients with disabilities (e.g., automatic doors, wheelchair ramp). A notice will be posted on site, electronically on and/or on messaging systems outlining the reason and anticipated duration of the disruption as well as alternative facilities or services, if available.
- Feedback – We will welcome and respond to client feedback about the way we provide services to people with disabilities. Our leaders, including Practice Managers, will respond to feedback within 10 business days outlining any actions taken as a result of the concern or complaint and will forward a copy to the Human Resources.
- Policies – we will be vigilant about ensuring that our policies demonstrate respect for, and promote the dignity and independence of, people with disabilities.

### Accessibility and Employment

#### Recruitment

We will notify potential applicants of employment opportunities or unpaid placements of the availability of accommodation, consult with those who request adjustments and provide suitable accommodation. When offering a job to a successful applicant, we will inform them of our policies on accommodating team members with disabilities.

#### Policies

We inform team members of accessible employment policies by providing these policies to new team members as well as informing them of changes.

### Accommodation

Upon request from a team member with a disability, we will:

- Collaborate with the team member to review their accommodation needs and discuss solutions. Medical documentation outlining limitations and required accommodations must be provided.
- Communicate reasons when a request is not actioned.
- Provide accessible formats and communication supports to enable the team member to access information.
- Provide individualized workplace emergency response information and, with consent, provide this emergency information to a person designated to assist the team member. We will review this emergency response information as appropriate due to change in work location and accommodation needs or during an emergency response policy review.

We have a written process for requesting accommodation and developing an accommodation plan which provides information on the protection of personal information. Should the accommodation need require an absence from work, we have a written return to work process which includes developing an accommodation plan.

### Performance Management, Career Development and Redeployment

We will consider the accessibility needs of our team members with disabilities when providing career development, engaging in performance management discussions or internal transfers.

### **Accessibility Training**

We will ensure our team members, volunteers, individuals who participate in policy development and others who provide goods, services or facilities on behalf of us in Ontario receive training.

Our team members will complete the following training modules on <https://accessforward.ca>;

- Customer Service Standard
- General Requirements
- Information and Communications Standard
- Employment Standards (Ontario only)
- Ontario Human Rights Code

Certificates of Completion are to be provided to your Manager.

### **Design of Public Spaces**

We will review accessibility of our structures if a practice undergoes a major renovation.