

Accessibility Multi-Year Plan

This multi year accessibility plan outlines the policies and actions that Pethealth Inc. will put in place to improve opportunities for people with disabilities and meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards). Pethealth's multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years, or as required.

STATEMENT OF COMMITMENT

Pethealth Inc. is committed to:

- providing clients with disabilities the same opportunity to access our products and services.
- allowing clients with disabilities to benefit from the same services, in the same place, and in an equitable way as other customers.
- providing a professional environment that promotes barrier-free access for all clients as required by applicable legislation.
- providing employees and job applicants with reasonable accommodation
- providing information in ways that are accessible to people with disabilities, and
- meeting these commitments in a timely manner

Pethealth Inc. currently has the following initiatives in place in accordance with the AODA:

TRAINING

Pethealth Inc. will continue to provide training to employees and contract workers on the requirements of the Integrated Accessibility Standards regulations (IASR) and on the requirements of the Ontario *Human Rights Code* as it relates to people with disabilities and the Customer Service Standard. Training will continue to be provided in a way that best suits the duties of employees and contract workers.

KIOSKS

Pethealth Inc. will continue to ensure employees have regard to the needs of people with disabilities when procuring or acquiring self-service kiosks:

- Accessibility questions pertaining to the accommodation of persons with disabilities are available for inclusion in Request For Information (RFI) and Request For Proposal (RFP) procurement templates.

INFORMATION AND COMMUNICATIONS

Pethealth Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Accessible Emergency Information

Pethealth Inc. is committed to providing publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when requested.

Feedback

Pethealth Inc. will continue to ensure that existing processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request and in a timely manner.

Accessible formats and communication supports

Pethealth Inc. will continue to take the following steps to provide or arrange for the provision of accessible formats and communication supports, upon request, for persons with disabilities:

- We will provide such accessible formats and communication in a timely manner that takes into account the person's accessibility needs due to disability.
- We will provide such accessible formats and communication at a cost that is no more than the regular cost charged to other persons.
- We will consult with the person making the request to determine the suitability of an accessible format or communication support.

Accessible websites and web content

Pethealth Inc. will continue to make all internet websites and web content conform with WCAG 2.0, Level AA, except where meeting such requirements are not practicable, to meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards):

- We will post resources on our Intranet for employees and contract workers to use in order to meet this requirement.
- We will ensure that all employees and contract workers involved in the development of our internet web sites and web content are aware of and have access to developer guidelines and best practices for meeting this requirement.
- We will ensure that all employees and contract workers involved in the testing of our internet web sites and web content are aware of and have access to the testing guidelines and best practices for meeting this requirement.

EMPLOYMENT

Pethealth Inc. is committed to fair and accessible employment practices.

- We will take steps to notify the public and employees that, when requested, we will accommodate people with disabilities during the **recruitment, selection, and hiring processes** and when people are hired.
- This requirement has been incorporated into HR Policies and available to all employees and people managers.
- We will continue to advise the public and employees through our public recruitment web sites that, when requested, we will accommodate people with disabilities during the recruitment, selection, and hiring processes.

Pethealth Inc. will continue its process to support **individual accommodation plans** and **return-to-work** policies for employees that have been absent due to a disability.

- This requirement is incorporated into HR Policies and advise and make available to all employees and people managers.
- We will consider, review and update current accommodation processes for employee that have been absent due to a disability.
- We will continuously update and review accommodation processes and plans and will continue to document and track all individual accommodation in a confidential manner.
- We will continuously update, review, and document the existing return to-work policies and process. Pethealth will continue to document and track all individual return-to-work plans in a confidential manner.

We will continue to consider the accessibility needs of employees with disabilities are taken into account in using **performance management, career development** and **re-deployment processes**.

- We will continuously review, and update career development and advancement policies as needed and make available to all employees and people managers.
- We will continue to consider the accessibility needs of its employees with disabilities and individual accommodation plans when utilizing Pethealth' s performance management processes.
- We will take steps to ensure the accessibility needs of employees are taken into consideration when using career development and advanced processes and policies. Pethealth Inc. will take the following steps to prevent and remove other accessibility barriers identified.
- We will take into consideration the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities

For More Information

For more information on this accessibility plan, or for accessible formats of this document, please contact us at:

accessibility@pethealthinc.com or 905-339-4442.