

## Accessible Customer Service Policy

### Purpose

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**Pethealth Inc.** and each of its subsidiaries and brands (together, the “Company”) are committed to providing a barrier-free environment for its clients and to providing our goods and services in a manner that respects the dignity and independence of people with disabilities. The objective of this policy is to ensure that the Company is compliant with the customer service requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility Standards for Ontarians with Disabilities Act, 2005* (the “AODA”).

### Application

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This policy applies to all persons who interact with the public, other organizations or third parties on behalf of the Company. This includes employees, contractors and third parties (hereafter referred to as “personnel”).

### Principles

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The Company will ensure that this policy and any related practices or procedures are consistent with the following core principles:

- (i) **Dignity:** people with disabilities should be treated as valued clients who are as deserving of effective and full service as other clients.
- (ii) **Independence:** goods and services must be provided without the control or influence of others, and the freedom of people with disabilities to make their own decisions must be respected.
- (iii) **Integration:** people with disabilities must be able to benefit from services or products in the same place and the same or similar manner as other clients, whenever possible.
- (iv) **Equality of Opportunity:** people with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from goods and services.

### Providing Goods and Services to Persons with Disabilities

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The Company is committed to excellence in serving all of its clients, including those with disabilities, and will do so in the following ways:

#### **Communication:**

We will communicate with people with disabilities in ways that take their disability into account. Personnel will be trained on how to utilize various available methods of communication, and on how they can best interact and communicate with people with various types of disabilities.

#### **Assistive Devices:**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Company.

#### **Use of Service Animals or Support Persons:**

People with disabilities who are accompanied by a service animal are welcome on the parts of our premises that are open to the public and other third parties, unless the service animal is otherwise excluded by law. If a service animal is excluded,

~~we will explain to the client why exclusion is necessary, and explore alternative measures of accommodation. If it is not~~  
Policy: HR018 Last Updated: November 2016 Page 1 of 3

readily apparent that the animal is a service animal, we may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

People with disabilities that require a support person are allowed to enter our premises, and at no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

**Notice of Temporary Disruption:**

We will notify our clients if there is a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will be posted on the Company's websites. The notice will include the following information:

- the facility or service that is unavailable;
- the reason for the disruption;
- the anticipated duration of the disruption; and
- alternative facilities or services, if available.

**Training and Record Keeping:**

We will ensure that all personnel, and all those who are involved in the development of the Company's policies, practices and procedures, are trained and have access to information regarding AODA.

The training will be provided as soon as possible after hiring or engagement (during the orientation process), on commencement of new or additional duties that require training, and on an ongoing basis when changes are made to the applicable policy, practices or procedures. Training will include the following:

- a review of the purpose of the AODA and the requirements of the Customer Standard;
- a review of this policy;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with a disability who use an assistive device or require the assistance of a service animal or support person;
- how to use assistive devices provided by the Company; and
- how to assist a person with a disability that is experiencing difficulty accessing the Company's goods or services.

The Company will ensure that all employees who have client-facing positions receive this training. Documentation of completed policy review and subsequent training will be maintained in employees' Human Resources files.

**Feedback Process:**

We welcome feedback from the public regarding this policy and its implementation. Feedback regarding the way the Company provides goods and services to people with disabilities can be made:

- By telephone at 905-842-2615
- In writing to Pethealth Inc., Attn: Accessibility Feedback, 710 Dorval Drive, Suite 700, Oakville, ON L6K 3V7
- Electronically to [accessibility@pethealthinc.com](mailto:accessibility@pethealthinc.com)

All feedback will be directed to our Operations team, and those providing feedback can expect to receive a response within 5 business days in the same manner in which the originally feedback was provided (i.e. phone, in writing or electronically), unless otherwise indicated.

## **Documentation**

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We will prepare one or more documents that will describe the policies, practices and procedures regarding accessible customer service, with particular reference to: (i) the use of personal assistive devices, as well as any that may be provided by the Company; (ii) entry of service animals and support persons; (iii) the steps that will be taken in connection with a temporary disruption to facilities or services used by people with disabilities; (iv) provision of accessible customer service training; and (v) receiving and responding to feedback regarding the provision of goods and services to people with disabilities.

We will make this documentation available to members of the public upon request, and in a format that takes into account a person's disability, if applicable.

## **Modifications**

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We are committed to developing customer service policies that respect and promotes the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Company that does not respect and promote the dignity of people with disabilities will be modified or terminated.

## **Questions/Clarification**

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This policy exists to achieve service excellence to clients with disabilities. Any questions regarding this policy, or its associated practices or procedures, should be directed to [accessibility@pethealthinc.com](mailto:accessibility@pethealthinc.com).