



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2

Phone: (519) 740-0733 Fax: (519) 740-6419

[www.kanevet.com](http://www.kanevet.com)



## Kane Veterinary Supplies Ltd. Multi-year Accessibility Plan, 2020-2025

---

## Message from Kane Veterinary Supplies Ltd.

Kane Veterinary Supplies Ltd. is a Canadian wholesale distributor and manufacturer agent. We are proud of our commitment to excellence in distribution of the highest quality, cutting edge, value-laden products to the veterinary, pet, agricultural and equine markets across Canada.

We are equally proud of our commitment to improving accessibility and inclusion by identifying, removing, and preventing barriers for people with disabilities. Kane Veterinary Supplies Ltd. realizes that providing an accessible and inclusive environment in Ontario is a shared effort. As a community, all businesses and services must work together to make accessibility happen, aligning with the Government of Ontario's goal of an accessible Ontario by 2025.

Kane Veterinary's values display our passion, focus, and care for putting people first. We are committed to always advancing and challenging ourselves to become better every day. As part of our commitment to increasing accessibility in our organization, we have prepared this Multi-year Accessibility Plan that will serve as a roadmap for management and employees to work towards becoming a more accessible and inclusive organization.

This Plan has been reviewed by members of the Kane Veterinary Supplies Ltd. Health and Safety Committee and approved by our senior management team. We commit to reviewing the Plan annually and to using it as a resource to help us comply with Ontario's accessibility laws and to meet our own ongoing accessibility commitments and goals.

Sue Rajkov  
Facility Manager, Operations/Distribution  
Kane Veterinary Supplies Ltd.

# Table of Contents

- Kane Veterinary Supplies Ltd. Statement of Commitment to Accessibility ..... 1**
- Accessibility Policies and Procedures at Kane Veterinary Supplies Ltd. .... 1**
- AODA Compliance Achievements ..... 1**
- Accessibility Achievements Beyond AODA Compliance..... 4**
- Measures to Identify, Remove, and Prevent Barriers ..... 4**
- Identifying Barriers..... 4
- Removing and Preventing Barriers..... 4
- Communication of the Plan ..... 8**
- Contact Us..... 8**



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2  
Phone: (519) 740-0733 Fax: (519) 740-6419  
www.kanevet.com



## Kane Veterinary Supplies Ltd. Statement of Commitment to Accessibility

Kane Veterinary Supplies Ltd. is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to providing an accessible and inclusive environment for all customers, employees, job applicants, suppliers, and any guests who use our goods, services, information, or facilities. We are committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*(AODA). Kane Veterinary Supplies Ltd. strives to meet the principles of the AODA – dignity, independence, integration, and equality of opportunity – in all of our operations.

## Accessibility Policies and Procedures at Kane Veterinary Supplies Ltd.

For more information on Kane Veterinary Supplies Ltd. accessibility services and options or to access online versions of the Accessibility Policy and Multi-year Accessibility Plan, go to <https://www.kanevet.com/Accessibility>.

## AODA Compliance Achievements

Kane Veterinary Supplies Ltd. is committed to meeting all *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) compliance requirements and deadlines of a large (50+ employees) business or non-profit organization. This includes filing AODA accessibility compliance reports and status updates by the AODA deadlines applicable to the Company.

To review the *Accessibility for Ontarians with Disabilities Act, 2005*, go to Government of Ontario online laws at <https://www.ontario.ca/laws/statute/05a11>

Category	AODA Requirement	Implementation Deadline	Compliance Status as of December 2020
Customer Service Training	Provide accessible customer service training for staff to serve customers of all abilities and keep a written record of accessibility training provided	January 1, 2012	Ongoing
Customer Service Feedback	Create accessible ways for people to provide feedback	January 1, 2012	Compliant

a Patterson Company



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2  
 Phone: (519) 740-0733 Fax: (519) 740-6419  
 www.kanevet.com



Category	AODA Requirement	Implementation Deadline	Compliance Status as of December 2020
Emergency Information	Provide accessible emergency and public safety information  Provide accessible emergency information to staff	January 1, 2012	Compliant
Transportation	Provide accessible transportation services	July 1, 2011	Not Applicable –  Kane Veterinary Supplies Ltd. does not manage or provide transportation services
Accessibility Policies	Create an accessibility policy  Make the accessibility policy public	January 1, 2014	Compliant
Accessibility Plan	Create a multi-year accessibility plan to help achieve accessibility goals  Make the multi-year accessibility plan public	January 1, 2014	Compliant
Self-service Kiosks	Include accessibility features when purchasing or designing self-service kiosks – including any interactive electronic terminals that people use to pay parking fees, validate tickets, or access information	January 1, 2014	Not Applicable –  Kane Veterinary Supplies Ltd. does not manage or provide any self-service kiosks
Accessible Websites	Ensure new websites or old websites being significantly updated are accessible, for any web content that Kane Veterinary Supplies Ltd. controls or manages	January 1, 2014	Compliant

a Patterson Company



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2  
 Phone: (519) 740-0733 Fax: (519) 740-6419  
 www.kanvet.com



Category	AODA Requirement	Implementation Deadline	Compliance Status as of December 2020
Training	Train all employees on accessibility requirements that apply to their job duties  Train all employees on accessibility policies and procedures	January 1, 2015	Compliant
Feedback	Make it easy for people with disabilities to provide feedback	January 1, 2015	Compliant
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	January 1, 2016	Compliant
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	January 1, 2016	Compliant
Public Information	Make public information accessible when requested	January 1, 2016	Compliant
New or Redeveloped Public Spaces	Make new or redeveloped public spaces accessible	January 1, 2017	Compliant
Accessibility Reports	File accessibility reports based on stated deadlines in the AODA	December 31, 2014, 2017	Compliant



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2

Phone: (519) 740-0733 Fax: (519) 740-6419

www.kanevet.com



## Accessibility Achievements Beyond AODA Compliance

In addition to meeting its AODA compliance requirements, Kane Veterinary Supplies Ltd. has consulted with an external organization, AIM for Inclusion, to review its AODA compliance status and to update or create accessibility documentation, including Kane Veterinary Supplies Ltd. policies, procedures, and plans related to accessibility.

## Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives within Kane Veterinary Supplies Ltd. use various measures to identify, remove, and prevent accessibility barriers.

### Identifying Barriers

In order to meet or exceed AODA compliance requirements, Kane Veterinary Supplies Ltd. is committed to responding to staff and community feedback in identifying priorities to increase accessibility and inclusion, for employees and the public.

### Removing and Preventing Barriers

Kane Veterinary Supplies Ltd. management and staff have identified the following goals and actions to remove and prevent accessibility barriers at the Company over the coming years. Key Kane Veterinary Supplies Ltd. contacts, identified as Action Owners in the tables below, are responsible for ensuring that AODA compliance requirements and Company-identified accessibility goals and initiatives are carried out as per legislative and Company-identified deadlines.

### Policies, Procedures, and Plans

Kane Veterinary Supplies Ltd. management and staff, including the Health & Safety Committee, are committed to maintaining and reviewing the Kane Veterinary Supplies Ltd. accessibility policy and multi-year accessibility plan annually. Reviewing the documents annually will help ensure that the Company continues to work towards greater accessibility and inclusion and accomplishes its accessibility goals as planned. It also enables the organization to produce an accurate and informative annual accessibility status report, as well as AODA compliance reports when required.

In addition, any Kane Veterinary Supplies Ltd. policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

a Patterson Company



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2  
 Phone: (519) 740-0733 Fax: (519) 740-6419  
 www.kanevet.com



Accessibility Goal	Action Owner	Target Completion Date
Ensure that the Kane Veterinary Supplies Ltd. Statement of Commitment to Accessibility is shared broadly within the Company and made available to the public	Communications	June 30, 2021
Work with respective landlords, tenants, and property managers to ensure that updated emergency plans are in place and available in an accessible format for employees and members of the public	Facilities	December 31, 2021
Ensure that Company procurement policies and documents (for example, RFPs) include specific accessibility requirements, where possible	Legal	December 31, 2021
Review existing policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers	Human Resources	Ongoing
Review the multi-year accessibility plan and status of accessibility goals annually	Health and Safety Committee	Annually
Prepare annual accessibility status updates describing what has been done to achieve AODA compliance requirements and Kane Veterinary Supplies Ltd. accessibility goals noted in the multi-year accessibility plan	Health and Safety Committee	Annually
Update multi-year accessibility plan minimum of every five years	Health and Safety Committee	December 31, 2025
File AODA compliance reports based on stated deadlines in the AODA	Health and Safety Committee	June 30, 2021, and December 31, 2023



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2  
Phone: (519) 740-0733 Fax: (519) 740-6419  
www.kanevet.com



## Training

The Company is committed to ensuring that its employees receive training on applicable federal and provincial accessibility and human rights laws (for example, in Ontario, training will be provided on the AODA and content in the *Ontario Human Rights Code* as it pertains to people with disabilities). In addition, training will be provided on Kane Veterinary Supplies Ltd. accessibility policies and procedures, as soon as possible following hiring. Refresher training is provided when changes are made to accessibility legislation or Company accessibility policies and procedures.

The Company also ensures that those providing products or services on behalf of the Company or participating in development or approval of Company policies confirm that their staff have received accessibility training similar to Company employees.

Accessibility Goal	Action Owner	Target Completion Date
Provide updated refresher training on Emergency and Safety procedures for employees	Health and Safety Committee	December 31, 2021
Provide resources and training to Kane Veterinary Supplies Ltd. content creators on how to create accessible information and communication	Communications	December 31, 2022

## Customer Service

The Company is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The Company is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.

## Information and Communication

The Company is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and any web content that Kane Veterinary Supplies Ltd. controls or manages. The Company is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

a Patterson Company



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2  
 Phone: (519) 740-0733 Fax: (519) 740-6419  
 www.kanevet.com



Accessibility Goal	Action Owner	Target Completion Date
Make all public Kane Veterinary Supplies Ltd. websites and web content compliant with WCAG 2.0 level AA guidelines (excluding live captioning and audio description) by January 1, 2021, for any web content that Kane Veterinary Supplies Ltd. controls or manages	Communications	June 30, 2021
Provide resources to ensure that Kane Veterinary Supplies Ltd. content creators are familiar with how to create information in accessible formats (e.g., accessible Word, PowerPoint, and PDF documents) and with accessible content (e.g., clear language and appropriate terminology)	Communications	December 31, 2022

## Employment

The Company is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans. All processes involve consultation with the employee or potential employee, when requested. The Company is also committed to informing all employees of policies and procedures that support employees with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees and during annual performance reviews	Human Resources	Ongoing, with annual reviews
Continue to ensure that employees receive AODA and accessibility training in a timely manner, including information covering general AODA knowledge, relevant <i>Ontario Human Rights Code</i> and accessibility legislation, and Kane Veterinary Supplies Ltd. accessibility and related	Human Resources	Ongoing, with annual reviews

a Patterson Company



# Kane Veterinary Supplies Ltd.

30 Struck Court, Cambridge, ON, N1R 8L2  
Phone: (519) 740-0733 Fax: (519) 740-6419  
www.kanevet.com



Accessibility Goal	Action Owner	Target Completion Date
policies required for staff to perform their roles effectively and inclusively		

## Built Environment or Design of Public Spaces

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces are designed in a way that takes into consideration the prevention or removal of barriers.

## Communication of the Plan

The 2020-2025 Multi-year Accessibility Plan (MYAP) will be shared with Kane Veterinary Supplies Ltd. staff and the broader community. The MYAP will be available on the Company website at <https://www.kanevet.com/Accessibility> and upon request. Every effort will be made to provide the document in alternate formats upon request.

## Contact Us

Kane Veterinary Supplies Ltd.  
30 Struck Court, Cambridge, ON N1R 8L2  
Phone: 1-519-740-0733 or Toll-Free: 1-800-361-3232  
[jessie@kanevet.com](mailto:jessie@kanevet.com)

<b>Effective Date:</b>	May 2021
<b>Date Last Reviewed:</b>	New Policy
<b>Scheduled Review Date:</b>	May 2023
<b>Approved by:</b>	Health and Safety Committee

a Patterson Company