

K-9 Country Inn Dog Training School Accessibility Policy

Effective Date: September 2022

Reviewed/Revised: January 2025

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1. Purpose

K-9 Country Inn Dog Training School is committed to providing an inclusive, respectful, and accessible environment for all clients, visitors, staff, and volunteers. We comply with the Accessibility for Ontarians with Disabilities Act (AODA) and strive to meet the needs of individuals with disabilities in a timely and effective manner.

2. Our Commitment

We are dedicated to providing equal opportunity and access for people with visible and invisible disabilities. We work to eliminate barriers in communication, environment, and service delivery by:

- Ensuring our services are accessible.
 - Offering accommodations where necessary.
 - Continuously training staff on accessibility standards and inclusive practices.
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3. Training

All staff and volunteers receive training on AODA standards, including:

- The purpose of AODA and the Human Rights Code as it relates to people with disabilities.
 - How to interact and communicate with people with various disabilities.
 - How to work with assistive devices, service animals, and support persons.
 - Procedures for handling accessibility-related feedback and requests.
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4. Communication

We are committed to communicating with people with disabilities in ways that consider their specific needs. We will provide:

- Written materials in accessible formats upon request (e.g., large print, digital).
 - Visual or verbal instructions when appropriate.
 - Alternate methods of communication, including phone, email, or video, where applicable.
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5. Assistive Devices

People with disabilities are welcome to use personal assistive devices in all areas open to the public. Staff are trained on the appropriate use and support of assistive devices commonly used in our training environments.

6. Service Animals

Service animals are always welcome in our facilities and training spaces. If the presence of a service animal is restricted by law, alternate arrangements will be made to ensure access to our services.

7. Support Persons

Persons with disabilities who are accompanied by a support person will be allowed to have that person accompany them to all areas of our facility that are open to the public or third parties. There will be no additional charge for the support person unless otherwise stated in writing.

8. Physical Accessibility

Our training facility strives to be physically accessible. Where full accessibility is not feasible, we will:

- Provide alternative training formats (e.g., private sessions in accessible locations, virtual training).
 - Make reasonable modifications and accommodations to allow full participation.
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9. Feedback Process

We welcome and value feedback regarding our accessibility practices. Clients or visitors can provide feedback via:

- Phone: 905-801-5512
- Email: k9countryinnservicedogs@gmail.com

- In-person at our facility
All feedback will be acknowledged within 5 business days. A response or action will be taken, if required, within 15 business days.

10. Emergency Information

Emergency information is available in accessible formats upon request. Staff are trained to assist clients and visitors with disabilities during emergencies.

11. Modifications to This Policy

Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. We are committed to continuous review and improvement.