 <p>LONDON X-RAY ASSOCIATES EST. 1931</p>	Manual	HUMAN RESOURCES
	Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
	Sub-section	Customer Service
	Subject	Use of Service Animals
	Date of Origin	August 1, 2016
	Review Dates	January 1, 2020; May 1, 2024
	Revision Dates	Version 1
	Approved By	COO

Objective: To outline London X-ray Associates’ (LXA) commitment to welcoming persons with disabilities to bring and utilize service animals in our business locations.


Scope: This policy applies to all LXA Employees, students, and others who interact or work with the public or third parties on LXA’s behalf in Ontario, herein referred to as "Employees".

Definitions:

Service Animals - are individually trained to perform tasks for persons with disabilities. They are not always dogs (other animals may assist persons with disabilities), and they do not always have a harness, a sign, or a symbol indicating that they are service animals. A service animal is not a pet. The service animal offers independence and security to many people with various disabilities.

Service animals assist persons with disabilities in many different ways, such as:

- guiding persons with vision loss and retrieving dropped objects for them;
- alerting persons with a hearing impairment to sounds and the presence of others;
- carrying and picking up items, opening doors, or flipping switches for people with disabilities who have limited use of hands, arms or legs, or limited ability to bend or stoop;
- pulling wheelchairs;
- alerting people with disabilities to the onset of medical conditions such as seizures, protecting them, cushioning them if they fall, and reviving them; and
- providing physical support and assisting people with physical disabilities with stability and balance.

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Responsibilities:

Owner's Responsibilities

The service animal is to remain with the owner at all times. The owner is responsible for the animal's control (i.e., the animal's behavior, care, supervision and wellbeing), as well as providing proof in the form of a letter or certification that the animal is a service animal, if required. If the animal is recognizable through indicators or visual cues such as a vest or harness then documentation is not required. The letter of documentation or certification for the support animal is acceptable from the following regulated health professionals: Physician, nurse, nurse practitioner, psychologist, optometrist and mental health therapist.


Managing Responsibilities

In the event that a particular service animal's vicious behavior poses a direct threat to the health or safety of others, London X-Ray Associates has the right to exclude the animal from its premises at that time. Each situation will be considered individually. In the event London X-Ray Associates excludes a service animal, it may not refuse service to the person with a disability when he or she is not accompanied by that particular service animal.

Employee Responsibilities

Employees who greet clients upon arrival are responsible for permitting service animals to accompany person with disabilities to all areas normally used by clients. Employees are not to pet or otherwise distract the service animal. Employees are expected to treat service animals with the same courtesy and respect that London X-Ray Associates affords to all of its clients.

If employees have a concern about an animal in a clinic, they are to contact their Coordinator. Only a Coordinator or Chief Operating Officer can make the decision to

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exclude a service animal, except in the unusual circumstance where a service animal's behavior requires immediate action to prevent imminent injury to others and there is not enough time to contact a Coordinator or Chief Operating Officer.

Eviction or Exclusion:

Eviction or exclusion of a service animal may only occur for reasons that are demonstrable, not speculative. If a person complains about the presence of a service animal (because of allergies, fear, or other reasons not related with alternatives that do not compromise access to service being sought) each situation is to be considered individually.

A service animal may be evicted, excluded or separated from its owner only if the animal's actual behavior or health poses a direct threat to the health or safety of others.

If a client must be separated from the service animal while receiving services at London X-Ray Associates:

- the client must make arrangements for the supervision or care of the animal during this period of separation; and
- employees are to make appropriate arrangements to address the client's needs in the absence of the service animal.