



# Accessibility for Ontarians with Disabilities Act (AODA)

## Policies Package



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## **Policy: Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

The goal of AODA is to develop mandatory, province-wide standards to achieve or improve accessibility to people with disabilities. The purpose of this policy is to outline the responsibilities of employees who deal with clients or other third parties on behalf of our company in providing services to people with disabilities.

Dental Corporation of Canada Inc., on behalf of itself, and in its capacity as agent of the Dr. Meikle Dentistry Professional Corporation group of practices (collectively, “Dental Corp”, “we” or “our”) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

### **POLICY**

Dental Corp is committed to excellence in serving all clients including people with disabilities. This commitment is demonstrated in the areas of:

1. **Communication:** We communicate with people with disabilities in ways that take into account their disability. We train our employees who communicate with clients on how to interact and communicate with people with various types of disabilities.
2. **Telephone services:** We are committed to providing fully accessible telephone service to our clients. We train our employees to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.
3. **Assistive devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Our employees are familiar with various assistive devices that may be used by clients with disabilities while accessing our services.
4. **Billing:** We are committed to providing accessible invoices to all of our clients. Invoices will be provided in alternative format upon request. We will answer any questions clients may have about the content of the invoice in person, by telephone or email.
5. **Use of service animals and support persons:** We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
6. We are also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter

Dental Corp offices with his or her support person. 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.

7. Notice of temporary disruption: Dental Corp will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## TRAINING

Dental Corp will train all employees and others who deal with the public or other third parties on our behalf. Training will include the following:

1. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client service standard;
2. How to interact and communicate with people with various types of disabilities;
3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
4. How to learn about the use of various assistive devices;
5. What to do if a person with a disability is having difficulty in accessing Dental Corp services; and
6. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and/or procedures.

## FEEDBACK PROCESS

The ultimate goal of Dental Corp is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated using any of the following methods:

### Online:

[www.dentalcorp.ca](http://www.dentalcorp.ca)

### Via Phone:

Director, Talent and Development  
416-558-8338 x228

### Via Mail:

Dental Corporation of Canada  
Director, Talent and Development  
21 St Clair Ave East Suite 1420  
Toronto, ON M4T1L9



Graham Rosenberg

January 28, 2016

Date

## **Accessibility Policy - Accessible Customer Service Plan**

This Policy has been established pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

### **Our Commitment**

Dental Corporation of Canada and all of our locations in Ontario is committed to provide services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

### **Customer Service**

Dental Corporation of Canada and all of our locations in Ontario are committed to excellence in serving all patients with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with patients and others on how to interact and communicate with people with various types of disabilities.

### **Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain, to use or benefit from our dental services. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

### **Service Animals**

We are committed to welcoming people with disabilities who are accompanied by a guide dog or service animal on the parts of our premises that are open to the public and other third parties, unless the animal is otherwise excluded by law, in which case, steps will be taken to ensure that other measures are available to enable a person with a disability to access dental services. We will also ensure that employees and others dealing with the public directly are properly trained in how to interact with people with disabilities who are accompanied by a guide dog or service animal.

### **Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our Practice with his or her support person. 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. Support persons will be asked to agree to maintain privacy and confidentiality of personal information related to the provision of dental care services provided to patients, in accordance with our Privacy Policy.

### **Notice of Temporary Disruption**

If our Practice relies upon particular equipment, devices, facilities or services in order to provide dental services to persons with disabilities. In the event of a planned or unexpected disruption in the use of such equipment, devices, facilities or services, we will provide notice which will include information about the reason for the



disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all entrances and service counters on our premises. The notice will be given in accordance with requirements under section 5 of the AODA.

### **Training**

We will provide training to all employees, and others who deal with the public or other third parties on our behalf on our Practices and procedures. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the regulations and accessibility standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment, devices, services and/or facilities currently available on our premises or through our Practice, if any to help people with disabilities who obtain dental services from our Practice;
- How to locate and implement our Practice's policies, practices and procedures on accessibility standards;
- What to do if a person with a particular type of disability is having difficulty accessing our dental services;
- How to obtain additional information on assisting people with disabilities, available through Ontario's Ministry of Economic Development, Employment and Infrastructure website: <http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>
- Training will also be provided to each new employee at a reasonable time upon hire, and if any changes are made to the accessible customer service plan

### **Feedback Process**

Our ultimate goal is to meet and surpass patient expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated using any of the following methods:

#### **Online:**

[www.dentalcorp.ca](http://www.dentalcorp.ca)

Talent @dentalcorp.ca

#### **Via Phone:**

Director, Talent, Training and Development

416-558-8338 x228

#### **Via Mail:**

Dental Corporation of Canada

Director, Talent, Training and Development

21 St Clair Ave East Suite 1420

Toronto, ON M4T1L9



**Availability of Documents**

This Policy will be made available to many member of the public upon request and will be provided in a format that is accessible to the person.

**Modifications to this or other Policies**

Any policy, practice or procedure of Dental Corporation of Canada that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## Accessibility for Ontarians with Disabilities - Multi- Year Accessibility Plan

### Introduction and Statement of Commitment

Dental Corporation of Canada Inc., on behalf of itself, and in its capacity as agent of the Dr. Meikle Dentistry Professional Corporation group of practices (collectively, “Dental Corp”, “we” or “our”) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

The Ontario government has passed the *Accessibility for Ontarians with Disabilities Act* in 2005 with the goal of making Ontario accessible by 2025. Dental Corp is committed to complying with *Accessibility for Ontarians with Disabilities Act* in order to meet the accessibility needs of persons with disabilities. This multi-year Accessibility Plan outlines our strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the *Act*.

### Part I: Customer Service Standard

Initiative	Requirement	Action	Status	Compliance Date
Establish Accessible Customer Service Policy	Every organization is required to establish policies and actions on accessible customer service	Customer Service Standards Policy posted on DCC website and DCC Community online	Completed	January 1, 2012
Training	Every organization is required to ensure all employees and individuals that provide goods or service to members of the public or other third parties on its behalf, and those involved in policy development, receive training on accessible customer service	<ul style="list-style-type: none"> <li>Develop and implement appropriate training materials and ensure it's provided to all employees and volunteers</li> <li>Ensure training is provided to those listed as soon as practicable</li> <li>Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to</li> <li>Ensure that any training is provided on any changes to programs</li> </ul>	Completed	January 1, 2015

### Part II: Integrated Standards – General Requirements

Initiative	Requirement	Action	Status	Compliance Date
Establish Multi-Year Accessibility Plan	Every organization is required to establish policies and actions on how the organization will achieve accessibility by meeting requirements outlined in the Integrated Standards	Multi- Year Plan posted on DCC website and DCC Community online	Completed	January 1, 2014
Training	Every organization is required to ensure all employees and individuals that provide goods or service to members of the public or other third parties on its behalf, and	<ul style="list-style-type: none"> <li>Develop and implement appropriate training materials and ensure it's provided to all employees and volunteers</li> </ul>	Completed	January 1, 2015



	<p>those involved in policy development, are trained on the requirements of the Integrated Standards and the Human Rights Code as it pertains to individuals with disabilities.</p>	<ul style="list-style-type: none"> <li>• Ensure training is provided to those listed as soon as practicable</li> <li>• Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to</li> <li>• Ensure that any training is provided on any changes to these programs</li> </ul>		
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### Part III: Information and Communication Standard

Initiative	Requirement	Action	Status	Compliance Date
Emergency Procedures, Public Emergency Safety Information	Every organization must ensure that emergency procedures and public emergency safety information is made available to the public, and in an accessible format or with appropriate communication supports, as soon as practicable, upon request	All emergency procedures will be continuously reviewed and monitored and made available in accessible format, upon request	Completed	January 1, 2012
Accessible Websites and Web Content	Large organizations' websites must conform to the WWW Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level A, increasing to Level AA	<ul style="list-style-type: none"> <li>• Our newly refreshed website and all newly refreshed websites that DCC operates conform to Level A of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0)</li> <li>• All DCC websites including those of all our Ontario Practices will comply with WCAG 2.0 Level AA by 2021</li> </ul>	<p>Completed</p> <p>In Progress</p>	<p>January 1, 2014</p> <p>January 1, 2021</p>
Feedback	Every organization must ensure its feedback processes are accessible to individuals with disabilities	Ensure that the process for receiving and responding to feedback is accessible to people with disabilities by providing alternative formats, upon request, and informing all employees on how to obtain alternate formats	Completed	January 1, 2015
Accessible formats and communication supports	<p>Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account relevant accessibility needs and is at a cost that is not more than the regular cost charged to other persons. Consult with the person making the request in determining the suitability of an accessible format or communication support</p> <p>Notify the public about the availability of accessible formats and communication supports upon request</p>		Completed	January 1, 2016

**Part IV: Employment Standard**

Initiative	Requirement	Action	Status	Compliance Date
Workplace Emergency Response Information	individualized workplace emergency response information must be provided to any employee that has a disability that requires accommodation	<ul style="list-style-type: none"> <li>Alternative and individualized emergency preparedness plans are provided to the employee with the disability</li> <li>Review the individualized plan when the employee moves locations, when the employees disability has changed and when DCC reviews its general emergency response information</li> </ul>	Completed	January 1, 2012
Recruitment	<ul style="list-style-type: none"> <li>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.</li> <li>Notify applicants that accommodations are available upon request, consult with the applicant and arrange for accommodation that takes into account their disability</li> <li>When making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Review and modify existing recruitment, assessment and selection procedures</li> <li>Inform applicants that accommodation is available during the recruitment process and specifying the same in all job postings and on the careers section of DCC website</li> <li>Accommodation is available for those during interviews, any selection materials utilized and upon making offers of employment</li> <li>Develop appropriate training to those involved in recruitment and selection process</li> </ul>	Completed	January 1, 2016
Informing Employees of Supports	Inform current and new employees of AODA Policies to accommodate those with disabilities. Inform employees whenever there is a change to existing policies	<ul style="list-style-type: none"> <li>Develop a communication plan to educate and advise DCC employees on DCC's accessibility policies via email and DCC Community Intranet</li> <li>Accessibility policies to be included into all onboarding processes</li> </ul>	Completed	January 1, 2016
Individual Accommodation Plans/Return to Work Process	<ul style="list-style-type: none"> <li>Employers shall develop written process for development of documented individual accommodation plans for employees with disabilities.</li> <li>Employers must develop a return to work process for those who have been absent due to a disability</li> </ul>	<ul style="list-style-type: none"> <li>DCC will develop a standard process for the development of individualized return to work plans that complies with the parameters of the AODA.</li> <li>DCC will develop a return to work process specifically for those who have been absent due to a disability</li> </ul>	Completed	January 1, 2016
Performance Management, Career Development, Advancement and Redeployment	Employers shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans during its performance management process, career development/advancement opportunities, and redeployment of employees with disabilities.	<ul style="list-style-type: none"> <li>DCC will review, and modify existing policies to performance management, career development and redeployment</li> <li>Ensure all training materials are developed with accessibility features</li> </ul>	Completed	January 1, 2016

## AODA: Employment Standard

### **Workplace Emergency Response Information**

Dentalcorp shall ensure that all employees with disabilities are provided with workplace emergency response information in writing, upon request and as soon as practicable after becoming aware of the need for such information. Dentalcorp will also review the individualized workplace emergency response information when the employee moves locations, or when Dentalcorp makes any changes to its emergency response policies. The information will be shared with others only as required by legislation or to otherwise ensure safety.

### **Recruitment**

Dentalcorp shall take the following steps to notify team members and the public about the availability of accommodations for applicants with disabilities as follows:

- During the recruitment process, Dentalcorp will notify the public and prospective applicants that we are an accessible employer and will make appropriate accommodations for candidates with disabilities throughout the recruitment process. This statement will be outlined in the careers section of the [www.dentalcorp.ca](http://www.dentalcorp.ca) website.
- During the interview stage, all candidates will be asked if they require accommodations for the interview. If an accommodation is requested, Dentalcorp will consult with the candidate and provide or arrange for the provision of suitable accommodation that takes into account the person's disability.
- If Dentalcorp makes an employment offer, the candidate will be notified at the time of offer of Dentalcorp's policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

Dentalcorp shall inform its current and new team members of its policies related to AODA to accommodate those with disabilities. Dentalcorp shall inform its team members whenever there is a change to existing policies that take into account team members' accessibility needs due to a disability.

### **Accommodation and Return to Work**

Dentalcorp shall develop and put in place a process for developing individual accommodation plans and return to work plans for employees with disabilities. Please refer to the Return to Work and Accommodation Policy for additional information.

Dentalcorp shall ensure that Individual Accommodation Plans meet the requirements of AODA and the Ontario Human Rights Code.



**Performance Management, Career Development, Advancement and Redeployment**

Dentalcorp shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during its performance management process, career development/advancement opportunities, and redeployment.

**Accessible Formats and Communication Supports**

Dentalcorp will provide employees with information in accessible formats and with communication supports upon request.