

ACCESSIBILITY POLICY

The purpose of this document is to achieve accessibility for persons with disabilities, with respect to services, facilities, employment, buildings, structures, and premises by developing, implementing, and mandating accessibility standards.

dentalcorp Holdings Ltd., or any of its affiliates or subsidiaries (collectively, “dentalcorp”) is committed to ensuring accessibility for all team members, visitors and patients. To that end, this policy outlines the specific steps taken by dentalcorp to ensure full accessibility in accordance with applicable human rights and accessibility legislation.

Our accessibility policy is consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. Persons with disabilities will always be consulted on how the team members can effectively accommodate them.

To the extent required by applicable legislation, dentalcorp will ensure that our team members are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods, services, or facilities.

Communication

dentalcorp will consider a client’s disability and respond to their accommodation needs when communicating with them, including reviewing alternative methods when possible to ensure that patients with disabilities have access to the same services, in the same place and in a similar manner, and engage in creative thinking as to how this can be accomplished. dentalcorp encourages individuals with whom we communicate to identify any accessibility needs so that we can respond appropriately to those needs.

Recruitment and Employment

Job applicants who require accommodation for any part of the application or hiring process can contact our Talent Team at 416-558-8338. Accommodations will be determined on a case-by-case basis and your request will be responded to as soon as possible.

In accordance with applicable accessibility legislation dentalcorp has established a process to respond to requests for individual accommodation. dentalcorp will provide accommodations that take into account a team member’s accessibility needs due to disability to the extent required by applicable accessibility and human rights legislation.

If a team member is absent from work due to disability and requires accommodation to return to work, dentalcorp will work to develop an individual accommodation plan for that team member.

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Service animals

Service animals are allowed on the parts of our premises that are open to the public. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded; and
- discuss with the person another way of providing services or access to facilities.

Service animals are prohibited from certain areas such as lab, sterilization, and clinical rooms. dentalcorp will make every available attempt to make accommodation, however, in some situations, because of the nature of dental care, certain areas are limited areas.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain situations where personal privacy is at risk, dentalcorp will:

- consult with the person with a disability to understand their needs
- determine if there is a reasonable way to protect the personal privacy of the person

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for team members and patients with disabilities, dentalcorp will provide prompt notice. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Services/Facilities include:

- Dental Clinics
- Support Centre Office

Training

dentalcorp will provide accessibility service training to:

- all team members and volunteers
- anyone involved in developing our policies
- anyone who provides services or facilities on our behalf

Team members will be trained on accessible patient service shortly after being hired in accordance with applicable laws.

Training will include:

- understanding the purpose of applicable accessibility legislation and its requirements
- dentalcorp's policies related to the patient service standard

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- 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 or devices available on-site or otherwise that may help with providing services to people with disabilities. These include but are not limited to:
 - lifts in practices
 - what to do if a person with a disability is having difficulty in accessing dentalcorp's services

Team members will also be trained when changes are made to our accessible service policies.

Feedback process

dentalcorp welcomes feedback on the accessibility of the company's patient service. dentalcorp will make sure the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Individuals who wish to provide feedback on the way dentalcorp provides goods, services, or facilities to people with disabilities can reach out to Chief People Officer in person or by mail at 181 Bay Street, Suite 2600, Toronto, Ontario, by email at hr@dentalcorp.ca or by telephone at 416-588-8338. Individuals can generally expect to hear back in a few days if the nature of the feedback requires a response. dentalcorp will take such steps as are necessary in the circumstances to rectify any issues or concerns raised in a manner consistent with the policy. Such steps may include requesting additional information from the individual providing the feedback, investigating specific complaints and/or providing documentation or communications in accessible formats. dentalcorp will advise the individual providing the feedback of the results of the feedback review process as appropriate in the circumstances.

Notice of availability of documents

dentalcorp will notify the public that documents related to accessible patient service, are available upon request by posting a notice. dentalcorp will provide this document in an accessible format or with communication support, on request.