



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) CUSTOMER SERVICE POLICY

Credit Valley Oral Surgery (CVOS) is committed to providing goods and services in a manner that respects the dignity and independence of people with disabilities. CVOS is committed to giving people with disabilities the same opportunity to access and benefit from its goods and services, in the same place and in a similar way as other clients.

CVOS strives for excellence in serving its clients, third parties and members of the public. CVOS will make reasonable efforts to ensure its policies, practices and procedures pertaining to the delivery of goods and services comply with the AODA. In particular, CVOS will ensure:

- People with disabilities are provided with an equal opportunity to obtain, use and benefit from CVOS's goods and services;
- its goods and services are provided in a manner, which respects the dignity and independence of people with disabilities;
- the provision of goods and services to people with disabilities are integrated with the provision to others, unless alternative methods of delivery are necessary for the benefit of an individual person with disability, in which case the alternative provision of goods and services may be temporary or permanent;
- communications with a person with a disability are conducted in a manner that takes the person's disability into account; and
- People with disabilities may use Assistive Devices, Service Animals and Support Persons as may be necessary to deliver CVOS's goods and services, unless otherwise superseded by law.

Scope

This policy applies to all CVOS employees. This policy applies during work time and hours, as well as any activities located on or off any CVOS premises, which could reasonably be associated with the workplace.

Definitions

Disability as defined in the Human Rights Code (Ontario) includes, without limitation:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment



or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- a condition of mental impairment or a developmental disability;
- a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

Employees refers to every person who deals with members of the public or other third parties on behalf of CVOS, whether the person is a full-time, part-time or casual employee, agent, contractor, volunteer or other representative;

People with Disabilities refers to any and all individuals who have a disability;

Service Animals refers to any animal individually trained to do work or perform tasks for the benefit of a person with disability;

Support Persons refers to any person or individual, who is hired or selected by a person with disability, to provide services or assistance with communication, mobility, personal care or medical needs, while accessing goods or services.

Providing Goods and Services to People with Disabilities

CVOS is committed to excellence in serving all clients, including people with disabilities. In providing its goods and services, CVOS will provide the following additional support and assistance to people with disabilities:

Communication – CVOS will:

- communicate with people with disabilities in ways that take into account their specific disability;
- incorporate other ways of publishing information beyond traditional printing, including digital audio format, videos, easy-to-read simplified summaries of materials;
- train employees on how to most effectively interact and communicate with persons having various types of disabilities; and
- post this policy in a conspicuous location on its premises, which is accessible to its employees.



Telephone Services – CVOS:

- is committed to providing fully accessible telephone services to its clients;
- will train employees to communicate with clients over the telephone in clear and plain language and to
- speak clearly and slowly.

Assistive Devices – CVOS:

- is committed to serving people with disabilities who use Assistive Devices to obtain, use or benefit from CVOS's goods and services;
- and will ensure its employees are trained and familiar with various assistive devices, which may be used by clients with disabilities who access CVOS's goods and services.

Billing – CVOS:

- is committed to providing accessible invoices to its clients and upon a client's request, will provide invoices in hard copy, large print, by email or by fax; and
- will answer any client's questions about the content of the invoice in person, by telephone, fax or email as required.

Use of Service Animals and Support Persons – CVOS is committed to:

- welcoming people with disabilities, who are accompanied by a service animal on those locations and parts of its premises, which are open to the public and other third parties. CVOS will ensure its employees are properly trained in how to interact with people with disabilities, who are accompanied by a service animal;
- ensuring, that where a service animal is prohibited from entering its location or a portion of its public premises, CVOS will have alternative arrangements for allowing people with disabilities, who require a service animal, access to its goods and services;
- welcoming people with disabilities, who are accompanied by a support person on those locations and parts of its premises, which are open to the public and other third parties. Any person with a disability, who is accompanied by a support person will be allowed to enter CVOS premises with their support person. At no time will a person with a disability, who is accompanied by a support person be prevented from having access to their support person while on CVOS premises; and
- obtaining permission from people with disabilities, prior to having any confidential discussions with a support person being present.



Notice of Temporary Disruption – CVOS will:

- provide its clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities;
- ensure any notice of disruption will include information regarding the reason for disruption, the anticipated duration of the disruption and a description of alternative facilities or services, if available for people with disabilities; and
- ensure any notice of disruption is placed at all public entrances and reception counters of its premises.

Training for Employees – CVOS will:

- provide training to all employees and all those who are involved in the development and approval of customer service policies, practices and procedures;
- ensure the training of employees includes the following:
 - the purpose of the AODA and the requirements of the customer service standards;
 - how to interact and communicate with persons 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 offer assistance if a person with a disability is having difficulty in accessing CVOS's goods and services; and
 - review of CVOS's policies, practices and procedures relating to the customer service standards.
- ensure employees are trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities; and
- provide ongoing training to employees when any changes are made to CVOS's policies, practices and procedures.

Feedback Process

- CVOS's ultimate goal is to meet or surpass client expectations while serving clients who have disabilities. CVOS welcomes and appreciates any comments relating to how well client expectations are being met.
- Clients can provide feedback regarding the way CVOS provides goods and services to people with disabilities in person, by phone, fax or by completing the Customer Feedback Form and sending it by mail, email or fax. All feedback will be directed to the General Manager and clients can expect a response to their concerns within seven (7) days.



Modifications to Policy

- CVOS is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. No changes will be made to this policy before and without considering the impact it may have on people with disabilities.
- Any CVOS policy, which does not respect and promote the dignity and independence of people with disabilities will be modified or replaced.
- CVOS will review this policy annually or more frequently, if required.

Questions About This Policy

This policy exists to achieve service excellence for clients with disabilities. Anyone having a question about this policy or who does not understand this policy may seek an explanation or clarification from the General Manager (see contact information below).

Contact Information:

Human Resources Manager
Credit Valley Oral Surgery
3600 Dundas St. East, Suite 200
Burlington, Ontario L7M 4B8

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