



PDC's Multi-Year Accessibility Plan

Version 1.0: November 2023

Organizational Commitment

Paris Dental Centre 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 providing 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 to other patients.

Our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA).

This multi-year accessibility plan is required by legislation and focuses on our initiatives in respect of the AODA's Accessibility Standards including:

- Customer service
- Information and communications
- Employment
- Design of Public Spaces

This plan applies to Paris Dental Centre and all related companies. AODA's standards for Transportation and for Procurement of Goods, Services, or Facilities are not included as they only apply to designated public sector organizations.

This plan and PDC's AODA Policy is posted on PDC's website and is reviewed and updated at least once every five years. An alternative format of this plan is available upon request, by contacting: (phone number and email).

Standard for customer service

PDC will provide accessible service to people with disabilities and ensure that policies and procedures are in place to support this requirement.

PDC complies with the Customer Service Standard and will continue to review, maintain, and improve upon its policies and practices regarding this standard. The requirements under the standard include:

- Establish policies, procedures and practices for providing goods and services to people with disabilities and post on website (PDC's AODA policy).
- Provide accessibility awareness, AODA and customer service standard training to all employees, students, contractors, and any other persons engaging with patients and/or other people with disabilities on behalf of PDC (training is provided upon hire and refresher training offered annually).
- Report compliance with the Customer Service Standard via the Accessibility Compliance Report (reported as required).
- Track attendance for accessibility training courses (training attendance is tracked).
- Provide fire and emergency plans in an accessible format or with appropriate communication supports, upon request (provided upon request).

Standard for information and communications

PDC will incorporate enhanced accessibility under the Information and Communications Standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of people with disabilities.

We will take into account a person's disability when communicating or providing information to the person with a disability and will provide the necessary information in a timely manner and at a cost (if applicable) that is no more than the regular cost charged to any other person.

Feedback processes

- Feedback processes are accessible via alternate formats and/or communication supports, upon request.

Accessible formats and communication supports

- Accessible formats and communication supports are provided in a timely manner that takes into account the person's accessibility needs.
- We consult the person making the request to determine suitability of format.
- We post a statement on the website regarding availability of accessible formats.

Fire and emergency procedure plans

- PDC can provide information regarding its fire plan and evacuation routes in an alternative format or with communication supports, upon request.

Accessible websites and web content

- PDC will ensure that our website and web content are compliant with the Accessibility for Ontarians with Disabilities Act (AODA):
 - New websites and any new web content must meet WCAG 2.0 Level A by January 1, 2014.
 - PDC is WCAG 2.0 Level AA compliant for its public website and web content.
- Please contact smiles@parisdentalcentre.com if you require any of the content on PDC's current website in an alternative format.

Self-service kiosks

- Accessibility criteria and features will be considered for any self-service kiosks at PDC (which includes point-of-sale devices).
- Where a device can not be modified to offer accommodation (for example a touch-screen device that does not have a keypad or audio), PDC will provide an explanation and consult with the individual on the best way to assist them in using the device or providing the service in an alternative format.

Standard for employment

PDC is committed to fair and accessible employment practices that attract and retain talented employees. PDC will incorporate new accessibility requirements under the Employment Standard to ensure that barriers in recruitment, employment, and professional development are eliminated and policies are followed, where applicable.

Recruitment

- Specify that accommodation is available for job applicants with disabilities in job advertisements and on websites where jobs are posted.
- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities.
- Inform candidates about the availability of accommodations.
- Consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the

applicant's accessibility needs, if the selected applicant requests an accommodation.

- Notify the successful applicant of policies for accommodating employees with disabilities when making an offer of employment.

Training

PDC will ensure that all employees, students, contractors, and any other persons engaging with members and/or other people with disabilities on behalf of PDC, will receive the appropriate training that meets the requirements under the Integrated Regulation.

- Provide training on the requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code as it pertains to people with disabilities - to all employees, students, contractors, and/or other third parties who interact with patients with disabilities on behalf of PDC.
- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided.
- Ensure training is provided on the requirements of the accessibility standards, as soon as possible after hire.
- Ensure training remains ongoing and all are continually updated and trained as required, and/or when there are any relevant changes to the organization's policies.

Support information for employees

PDC will incorporate new accessibility requirements under the Employment Standard to ensure that barriers in information that supports employees are eliminated and organizational policies are followed, where applicable.

- Inform current employees and new hires soon after they begin employment of our policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Provide information under this section to new employees as soon as practicable after they begin their employment.
- Keep employees up to date on changes to policies and provide retraining where a change in policy has been made.
- Provide accessible formats and communication supports to any employee(s) who requests them. If requested, the employer will consult with the employee to provide or arrange for the provision of

accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

- Take into account the accessibility needs of new hires/employees with disabilities, including review and, if necessary, modification of employee (new hire) checklists.

Individualized plans

PDC will incorporate new accessibility requirements under the Employment Standard to ensure that barriers in accommodation and any other plans that support employees are eliminated and corporate policies are followed, where applicable. These may include documenting individualized plans for Fire and Emergency Response Plans, Return to Work Accommodation Plans, Performance Assessment/Development Plans, and more.

The individualized plans will be:

- Developed for any employee who has a disability and requires an accommodation.
- Developed in consultation with the employee to determine their individual needs.
- Provided only to those required to know and only upon the employee's knowledge and consent.
- Include accessibility considerations and aim at removing barriers.

Standard for the built environment

The Accessibility Standards for the Built Environment in Ontario focuses on removing barriers in public spaces and buildings.

PDC is committed to greater accessibility in, out of, and around the buildings we use. We will ensure that our facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.

For more information on this accessibility plan, please contact us:

By email: smiles@parisdentalcentre.com

By telephone: (519) 442-4452

By mail: Paris Dental Centre, 120 Grand River St. N., Paris, ON N3L 2M5