

	AODA Policy
Author: Melodi Wettlaufer	Version: AODA_Policy-vFINAL1.5
Approval: CCO, COO	Policy Number: HAS-502
Effective date: November 1, 2018 Tech. revision: 1.1 Feb. 1, 2020 1.2 March 2, 2021 1.3 April 20, 2023 1.4 February 16, 2025 1.5 July 17, 2026	Supersedes: October 1, 2011 Review schedule: Annual Last review: July 17, 2026

POLICY:

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.

PROCEDURE:

Providing services to people with disabilities

Paris Dental Centre is committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Standard for information and communications

Paris Dental Centre 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.

Telephone services

- We will train team members to communicate with patients over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with patients by e-mail or text message, if verbal communication is not suitable to their communication needs or is not available.

Assistive devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.
- We will ensure that our team members are trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our goods or services.
- We will also ensure that team members know how to use the following assistive devices available on our premises for patients: automatic door, accessible bathroom/arm rail and wheelchair ramp.

Billing

- We are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy and e-mail.
- We will answer any questions patients may have about the content of the invoice in person, by telephone or e-mail.

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.

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.

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 team members, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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 Paris Dental Centre's premises 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.

Notice of temporary disruption

Paris Dental Centre will provide team members and patients 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. The notice will be placed at all public entrances on our premises.

Standard for employment

Workplace information and communications, emergency communications and plans, meetings, and performance management processes will be made available in an accessible format for team members with disabilities, upon request.

Paris Dental Centre is committed to fair and accessible employment practices that attract and retain talented team members. PDC will incorporate 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

Paris Dental Centre welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection and interview process.

- 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 for team members

Paris Dental Centre will provide training to all team members, volunteers and others who work at Paris Dental Centre or perform work on the organization's behalf, and all those who are involved in the development and approvals of patient service policies, practices, and procedures. This training will be provided within the month team members commence their duties:-

- 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 team members, 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 team members are continually updated and trained as required, and/or when there are any relevant changes to the organization's policies.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act (2005) and the requirements of the patient service standard.
- 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 automatic doors, accessible bathroom/arm rail and wheelchair ramp.

- What to do if a person with a disability is having difficulty in accessing Paris Dental Centre's services.
- Paris Dental Centre's policies, practices and procedures relating to the patient service standard.

Individualized plans

PDC will incorporate accessibility requirements under the Employment Standard to ensure that barriers in accommodation and any other plans that support team members 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 team member who has a disability and requires an accommodation.
- Developed in consultation with the team member to determine their individual needs.
- Provided only to those required to know and only upon the team member's knowledge and consent.
- Include accessibility considerations and aim at removing barriers.

Feedback process

The ultimate goal of Paris Dental Centre is to meet and surpass team member and patient expectations while serving patients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Paris Dental Centre provides services to people with disabilities can be made by e-mail and verbally. All feedback will be directed to the manager of patient care & operations or the chief of staff. Patients can expect to hear back within 14 days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Modifications to this or other policies

We are committed to developing patient service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Paris Dental Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to team members and patients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the manager of patient care & operations or the chief of staff of Paris Dental Centre.

REFERENCES:

Accessibility for Ontarians with Disabilities Act, AODA. (2005). <https://aoda.ca/the-act/>

Accessibility for Ontarians with Disabilities Act, AODA. (2014). A Guide to the Integrated Accessibility Standards Regulation.
<https://docs.ontario.ca/documents/4845/guidelines-to-iasr-english.pdf>

AODA Requirements for Public Sector Organizations with 50 or More Workers. (2021) Accessible Information and Communication, <https://aoda.ca/aoda-requirements-for-public-sector-organizations-with-50-or-more-workers/>

Interruption of Service Notice. (2026). https://parisdentalcentre-my.sharepoint.com/personal/jenniferb_parisdentalcentre_com/Documents/JenniferB/AODA/Elevator%20Interruption%20Signage.pdf