



**ADTO**  
Association of Dental  
Technologists of Ontario

## **ACCESSIBILITY FOR ONTARIANS WITH A DISABILITY SERVICE POLICY**

### **Purpose and Scope**

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is a Provincial legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1<sup>st</sup>, 2025.

Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1<sup>st</sup>, 2008 and applies to all employees as of January 1<sup>st</sup>, 2012. This regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Staff training
- Feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents and meetings

This Policy applies to all employees, independent contractors, agents, and members of the Association of Dental Technologists of Ontario (ADTO).

### **1. Our mission**

Our office is dedicated to the provision of exemplary customer services to the ADTO members and stakeholders in the related dental care community we serve.

### **2. Our commitment**

In fulfilling our mission, ADTO strives at all times 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 to benefit from the services, in the same place and in a similar way as other individuals.

### **3. Providing service to people with disabilities**

We are committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **3.1 Communication**

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

#### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to all individuals we deal with. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly, as might be required. If we are advised that telephone communication is not suitable to a particular individual, we will aim to provide the needed accommodation.

#### **3.3 Assistive devices**

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

#### **3.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in alternate formats upon request. We will answer any questions about the content of the invoice in person, by telephone or email, in accordance with our office's Privacy Policy.

### **4. Use of service animals and support persons**

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. We will also ensure that all staff and anyone else dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a guide dog or service animal. An animal is a service animal if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a physician or nurse, in accordance with Section 4 of the AODA.

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 the ADTO office 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.

**5. Notice of temporary disruption**

We will provide individuals 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 the entrance on our premises.

**6. Training for staff**

We will provide training to all employees, independent contractors, agents, and others who work with us and on our behalf, with a view to ensuring that they are familiarized with our policies, practices and procedures for providing services to persons with disabilities. This training will be provided to existing staff – at the time this Policy is implemented; for new staff – when they commence their duties; and for all staff on an on-going basis. 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 established under the Act
- 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, if any, that may help with the provision of services to people with disabilities
- how to locate and implement our office’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 services
- how to obtain additional information on assisting people with disabilities, available through Ontario’s Ministry of Community and Social Services and the Accessibility Directorate website:  
<http://www.mcsc.gov.on.ca/mcss/english/pillars/accessibilityOntario/>.

Applicable staff will be trained on developing and updating the policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained, on an ongoing basis, when changes are made to these policies, practices and procedures.

**7. Feedback process**

Our ultimate goal is to meet and surpass expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way the ADTO office provides services to people with disabilities can be brought directly to the attention of the Board of Directors by any method (e.g. in person, by telephone, by email, in writing, etc.).

**8. Modifications to this or other policies**

We are committed to developing service policies that respect and promote the dignity and independence of people with disabilities. No changes will be made to this policy before considering the impact on people with disabilities. We will modify or remove any service policy that does not respect and promote the dignity and independence of people with disabilities.

**9. Questions about this policy**

This policy exists to achieve service excellence to people with disabilities. If anyone has a question about this policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Office Administrator.

Date on which this Policy has been put into effect:

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