


AODA – “CUSTOMER SERVICE STANDARDS” POLICY

Last Policy Issue Date: (Original & Last Policy Date: June 13, 2005)	Revision Policy Date: January 24, 2023
Revision Reason/Highlights: Clarifying additional points for new employee training on policy, and adding new customer feedback contact – HR Manager	Revision No. 02
Reviewed by: Amanda Woods, Karen Rampersad, and Jeanette Smith	
Approval Signature: Jeanette Smith, V.P. Business Operations	
Amanda Woods, HR Manager 	

Purpose

This purpose of this policy is to ensure that the requirements of the “customer service” standards included in the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005- (WCAG) 2.0 Level A are met. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Application

This practice/procedure applies to all Clinical Research Dental (CRD) employees.

Legislative References

- ✓ [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)
- ✓ [Human Rights Code, R.S.O. 1990, c.H.19](#)
- ✓ [Workplace Safety and Insurance Act, 1997](#)

Definitions

The Company: Clinical Research Dental Supplies and Services Inc.

Assistive device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank, and that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Disability: As defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

1. 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
2. A condition of mental impairment or a developmental disability
3. A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
4. A mental disorder; or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide dog: A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Service animal: A service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:
 - ✓ College of Audiologists and Speech-Language Pathologists of Ontario
 - ✓ College of Chiropractors of Ontario
 - ✓ College of Nurses of Ontario
 - ✓ College of Occupational Therapists of Ontario
 - ✓ College of Optometrists of Ontario
 - ✓ College of Physicians and Surgeons of Ontario
 - ✓ College of Physiotherapists of Ontario
 - ✓ College of Psychologists of Ontario; or
 - ✓ College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support person: In relation to a person with a disability, the support person accompanies them to help them with communication, mobility, personal care, medical needs, or access to goods and services.

Procedure Elements

The Company will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- ✓ Ensuring that all clients receive the same value and quality
- ✓ Allowing clients with disabilities to do things in their own ways, at their own pace when accessing services for as long as this does not present a health and safety risk
- ✓ Using alternative methods where possible to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner

- ✓ Taking into consideration the individual's accommodation needs when providing goods and services
- ✓ Communicating in a manner that takes the client's disability into account

The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the company. In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

Service Animals

A client with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals.

Employees may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

If a client's guide dog or service animal is excluded by law, the Company will offer alternative methods to enable the person with a disability to access services, when possible.

- ✓ Recognizing a Guide Dog or Service Animal:
 - If it is not readily apparent that the animal is being used by the client for reasons relating to their disability, the Company may request verification from the client.
- ✓ Care and Control of the Animal:
 - The customer who is accompanied by their guide dog or service animal is responsible for maintaining their care and control throughout
- ✓ Allergies and Other Health and Safety Concerns Recognizing a Guide Dog or Service Animal:
 - If a health and safety concern should occur (e.g. a severe allergy to the animal), the Company will make all reasonable efforts to meet the needs of all individuals.

In very exceptional circumstances where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises.

As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether the staff can be of assistance pertaining to the service animal.

The Use of Support Persons

If a client with a disability is accompanied by a support person, the Company will ensure that both persons may enter the premises together and that the client is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the client before any potentially confidential information is mentioned.

Notice of Disruptions in Service

Service disruptions may occur for reasons that may or may not be within the control or knowledge the Company. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use of services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- ✓ Services that are disrupted or unavailable
- ✓ Reason for the disruption
- ✓ Anticipated duration
- ✓ A description of alternative services or options.

Notification Options

If a disruption occurs, the Company will provide notice by:

1. Posting notices in conspicuous places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on the company website
2. Contacting clients with appointments
3. Verbally notifying clients when they make a reservation or appointment; by any other method that may be reasonable under the circumstances.

TRAINING

Training will be provided to:

- ✓ Every new employee of the Company
- ✓ Every employee of the Company (annual reminder – email and office board postings)
- ✓ Every person who participates in developing the policies of the Company; and
- ✓ Every other person who provides goods, services, or facilities on behalf of the Company

Training Provisions

Regardless of the format, training will cover the following:

- ✓ A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- ✓ A review of the requirements of the customer service standards
- ✓ Instructions on how to interact and communicate with people with various types of disabilities
- ✓ Instructions on how to interact with people with disabilities who:
 - Use assistive devices
 - Require the assistance of a guide dog or other service animal; or
 - Require the use of a support person (including the handling of admission fees);
- ✓ Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities

- ✓ Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- ✓ Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

The Company will provide training as soon as practicable. Training will be provided to new employees, contractors, etc. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

6. Client Feedback

The Company shall provide clients with the opportunity to provide feedback and/or make recommendations on the services provided to our clients with disabilities as per the contact information outlined below.

Alternative methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, hand-delivered, or by e-mail), can also be made available upon request.

Clients who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Administration

If you have any questions, or concerns about this policy or its related procedures, please contact the Company's HR Manager.

Amanda Woods
Human Resource Manager
167 Central Ave.
London, ON N6A 1M6
Telephone: 1-800-265-3444 x 220
Email: awoods@clinicalresearchdental.com

Or if the HR Manager is not available please contact the Company's Recruiter/HR Administrator at krampersad@clinicalresearchdental.com.

This policy and its related procedures will be reviewed as necessary in the event of legislative changes/updates.