



Accessibility Standards for Customer Service, a regulation enacted under the provincial Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

### **Accessible Customer Service Plan**

Providing Goods and Services to People with Disabilities

Davis Orthodontics is committed to excellence in serving all patients and visitors including people with disabilities.

#### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

#### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will not be charged for support persons.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities ( accessible parking spot, automatic door opener, accessible washroom, entrance with wheelchair ramp), Davis Orthodontics will notify patients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative location or services, if available.

This notice will be placed at Richmond Hill, Woodbridge and Newmarket locations.

### **Training for Staff**

Davis Orthodontics will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

All staff that deal with the public will be trained and new staff will be trained at the beginning of their employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Davis Orthodontics plan related to the customer 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
- What to do if a person with a disability is having difficulty in accessing Davis Orthodontics services

Staff will also be trained when changes are made to your plan.

### **Feedback process**

Patients who wish to provide feedback on the way Davis Orthodontics provides service to people with disabilities can email [feedbackrichmondhill@davisortho.ca](mailto:feedbackrichmondhill@davisortho.ca)

All feedback will be directed to Practice Director