



Toronto CollegeTM of Dental Hygiene and Auxiliaries^{Inc.}

Accessibility Customer Service Plan

Providing Goods and Services to People with Disabilities

The Toronto College of Dental Hygiene and Auxiliaries is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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. Those customers accessing dental hygiene care that require a service animal will be placed in a private dental operator for dental hygiene care.

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 for admission to the Toronto College of Dental Hygiene and Auxiliaries premises.

We will notify of this through a notice posted on our premises and the notification there will be no charge to the support person.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as wheelchair assistance, defibrillator and oxygen, the Toronto College of Dental Hygiene and Auxiliaries will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. .

The notice will be placed at the door of the front receptionist and dental clinic at the main campus on Vanley Crescent.

Training for staff

The Toronto College of Dental Hygiene and Auxiliaries will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Support Staff
- Faculty
- Business director/Dean of Students

This training will be provided within 3 weeks of employment to all employees, volunteers and others who deal with the public or third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard. This training will only include all support staff, clinical and didactic faculty and clinical dispensary staff.
- The Toronto College of Dental Hygiene and Auxiliaries' plan related to the customer service standard. This training will only include all support staff, clinical and didactic faculty and clinical dispensary staff.
- How to interact and communicate with people with various types of disabilities. This training will only include all support staff, clinical and didactic faculty and clinical dispensary staff.

- How to interact with people with disabilities who use an assistive device or require assistance of a service animal or a support person. This training will only include all support staff, clinical and didactic faculty and clinical dispensary staff.
- How to use the wheelchair, oxygen, etc available on-site or otherwise that may help with providing goods or services to people with disabilities). This training will only include clinical faculty and clinical dispensary staff.
- What to do if a person with a disability is having difficulty in accessing the Toronto College of Dental Hygiene and Auxiliaries's goods and services. This training will only include all support staff, clinical and didactic faculty and clinical dispensary staff.

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

Feedback process

Customers who wish to provide feedback on the way that the Toronto College of Dental Hygiene and Auxiliaries Inc. provides goods and services to people with disabilities can contact Business director Ms. Lidia Di Nicolo by email @ dinicolol@yahoo.ca and/or complete a client survey for the TCDHA suggestion and feedback box.

All feedback will be directed to the TCDHA business director: Ms. Lidia DiNicolo

Customers can expect to hear back in 30 business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Notice of availability of documents

Toronto College of Dental Hygiene and Auxiliaries will notify the public that documents related to accessible customer service, are available upon request by posting a notice in various formats:

- Online
- Print
- Verbal

Toronto College of Dental Hygiene and Auxiliaries will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Toronto College of Dental Hygiene and Auxiliaries will strive to provide improvements for individuals with disabilities in the format of:

- Online student portal
- Textbooks and educational software
- Classroom teaching technologies and equipment

Modifications to this or other policies

Any policy of the Toronto College of Dental Hygiene and Auxiliaries that does not respect and promote the dignity and independence of people with disabilities will be modified and removed.

I have read and understand the above Plan

Print Name: _____

Signature

Date

Support for Staff with Disabilities during an Emergency

If you have a disability, whether permanent or temporary, and may need help during an emergency, you must inform the Toronto College of Dental Hygiene and Auxiliaries Inc. You will be asked you to complete a self-assessment form, and then we will work with you to develop individualized emergency response information that will meet your needs in an emergency situation.

Please note that we do not need to know the details of your medical condition or disability, only the kind of help you may need. The information you provide will be kept confidential and only shared with your consent.

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- I do not have a disability that will cause me to require assistance during an emergency. If I develop a temporary or permanent disability that will cause me to require assistance during an emergency, I will inform the Toronto College of Dental Hygiene and Auxiliaries Inc. and fill out a self-assessment form.

OR

- I have a disability that will cause me to require assistance during an emergency. I will fill out a self-assessment form.

Print Name: _____

Signature

Date