



**Toronto College**<sup>™</sup>  
of Dental Hygiene and Auxiliaries<sup>Inc.</sup>

## Accessibility Policy



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## **Statement of Commitment**

Toronto College of Dental Hygiene and Auxiliaries Inc. (TCDHA) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

TCDHA is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. TCDHA understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

TCDHA is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Dr. Boris Pulec: Dean of Students

Ms. Lidia Di Nicolo, CEO: Business Director

Toronto College of Dental Hygiene and Auxiliaries Inc.



## **Training Policy**

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

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 goods and services.



This training will only include all support staff, clinical and didactic faculty and clinical dispensary staff.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

All employees and volunteers are trained during their orientation sessions and must complete the following mandatory online modules:

- **Human Right's Code Training:** *The Accessibility for Ontarians with Disability (AODO) training through Working Together: The Code and the AODA module (5-parts, certificate version)*
  - <https://www.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version>
- **Accessible Customer Service Training:** *Customer Service Standard Module*
  - <https://accessforward.ca/newado/csstandardmodule/>
- **Other Accessibility Training:** Provided during training with the staff depending on the position. Such as customer service and phone mannerisms at the front desk and oxygen/wheelchair use in the clinic.

Once completed, the certificate issued from the module courses must be provided to the Branch Manager Ms. Lucy Vescio to be tracked and added to their file.

## Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.



We ensure that our staffs are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our services.

## **Accessible Information and Communication's**

We will communicate with people with disabilities in ways that take into account their disability. We also make any notices of changes, closures or anything that impact accessibility either verbally, on our front door (poster) and/or on the website. Accessible formats of communications and information are available upon request and will be provided:

- In a timely manner, taking into account the person's accessibility needs due to disability; and
- At a cost that is no more than the regular cost charged to other persons.

Communication supports might include:

- Allowing the individual to write out their request
- Use of a translator
- Assistive listening systems (student's may be approved for use of a reader)
- Reading information aloud
- Alternative versions of documents may be provided (physical copies, digital copies etc.)

Students are able to request textbooks in alternative formats through the publishers. Textbooks are already print-based however for those who may require digital textbooks, they can submit their request to the publisher directly or purchase the digital version. Toronto College of Dental Hygiene does not currently have a physical library here at the college.

As we are a post-secondary institution and due to the nature of the program, not all accommodations can be accommodated for students at TCDHA. As skills such as reading, writing and speaking English, along with physical requirements to hold and properly use an instrument (Dental Hygiene only), take X-Ray's and work safely within the mouth are required to be a Dental Hygienist and/or Intra



Oral Dental Assistant. All students are still welcome to reach out to the Program Director for more information if they are interested in accommodations.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **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.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. Those customers accessing dental hygiene care that require a service animal will be placed in a private dental operator.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- 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
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

## **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.

In certain cases, TCDHA might approve a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before approval, management will speak with the support person to:

- Understand the needs of the person with the disability.





- Consider health or safety reasons based on available evidence.
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

## **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 at 28 Vanley Crescent, North York ON, M3J 2B8.

## **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, [Lidiad@toronto-college-dental.org](mailto:Lidiad@toronto-college-dental.org) 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

## **Employment**

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.



We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

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

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

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.



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## **Changes to Existing 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.