



Toronto College[™]
of Dental Hygiene and Auxiliaries^{Inc.}

Multi-year Plan

2022-2027



Introduction

Toronto College of Dental Hygiene and Auxiliaries Inc. (TCDHA) strives to meet the needs of its employees and customers with disabilities and will continue to work hard to remove and prevent barriers to accessibility. TCDHA is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Listed in the sections below are the ways TCDHA has implemented policies to ensure those with disabilities are able to access our services. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Customer Service

TCDHA has trained all front desk and administrative staff who use the phones to be prepared for any clients, students or guests who require accommodations for accessibility. This includes those who are difficult of hearing, speaking or who have difficult speaking English. This includes transferring them over to our Branch Manager Ms. Lucy Vescio, corresponding with them over email or speaking with them in person where they can write their requests. TCDHA strives to continue providing excellent customer service and make accommodations when necessary upon request.

Guest's and clients are encouraged to use their own assistive devices if required in order to use our services. This includes the use of a support person, support animal or translator; either are permitted to enter our clinic setting if required.

Information and Communications

Someone with a disability who may have unique accessibility requirements can speak with management to see if their accommodations can be met. This includes students who might require Educational Accommodations due to physical limitations or mental health (due to the nature of the program not all accommodations can be accommodated for students at TCDHA). If a person requires communication in a different format, TCDHA will do its best to accommodate so the information can be provided. This includes different format's for textbooks, client forms, reader software's and translator's (client's/guest's only).

If there are any planned or unexpected disruption to our services that might impact those with disabilities it will be posted on the door at the entrance of the college and those who enter will be notified. However, TCDHA does understand the important of having access to our Dental Hygiene services and will continue to do what is required to avoid a closure of this type.

Training

We are committed to training all staff, students and volunteer's in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. All employees are required to read and sign off on the Accessibility Policy, watch and complete the certificate for the Accessibility for Ontarians with Disability (AODO) video and learn how to use the oxygen mask and wheelchair (if applicable to the position, i.e., Dispensary Staff).

Training is delivered as soon as possible after hire and on an ongoing basis if there are any changes to the Accessibility Policy. If a new employee requires support during an emergency, they can complete the Support for Staff with



Disabilities during an Emergency form when they complete the new hire paperwork. If an employee has a disability who may need help in an

emergency, an individualized emergency response plan will be created based on their needs.

Students are required to complete Community Placements where they have the opportunity to work with those with disabilities, elderly and young children. This ensures that when our students are working with clients in the clinic, they have the skills necessary to provide services to people with disabilities with the same high quality and timelessness as others.

Other

TCDHA is an accessible building with access ramps to our front doors, accessible parking spots, elevator access to our 2nd floor and wheelchair access. There are 3 clinics at the school, 1 on the main floor and 2 on the second floor and clients can be seen on either floor depending on their preference. We have a diverse group of staff including employees from various backgrounds and languages who can provide support when necessary for different communication barriers.

The Next 5-Years

TCDHA will continue to provide accessible services to our clients and an inclusive environment for our employees and students. This includes the following:

- Updating our policies regularly to meet the needs of those with disabilities and making these changes on our website.
- Providing accessible formats of communication upon request to clients.
- Integrating accessibility to TCDHA's employment policies including individualized emergency response plans and recruitment techniques.



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- Updating our employment postings to reflect that accommodations can be made if requested including information regarding the position and interview methods.
- Ensuring that all new employees complete read and acknowledge the Accessibility Policy along with the training videos.
- Training our front desk employee's on how to handle those who might require different accessibility needs.
- Redevelop processes (when applicable) to ensure that accessibility can be met at TCDHA.

For more Information on the Accessibility Policy, Multi-Year Plan or to provide feedback on the way that the Toronto College of Dental Hygiene and Auxiliaries Inc. provides services to people with disabilities, please contact Business director Ms. Lidia Di Nicolo by email, LidiaD@toronto-college-dental.org and/or complete a client survey for the TCDHA suggestion and feedback box.

Our Accessibility Policy and 5-Year plan is publicly posted on our website, <https://www.toronto-college-dental.org/>

Standard and accessible formats of this document are free on request.