

Accessibility for Ontarians with Disabilities - Multi- Year Accessibility Plan

Introduction and Statement of Commitment

dentalcorp Inc., on behalf of itself, and in its capacity as agent of the dentalcorp Holdings Ltd. (collectively, “dentalcorp”, “we” or “our”) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

The Ontario government has passed the *Accessibility for Ontarians with Disabilities Act* in 2005 with the goal of making Ontario accessible by 2025. dentalcorp is committed to complying with *Accessibility for Ontarians with Disabilities Act* in order to meet the accessibility needs of persons with disabilities. This multi-year Accessibility Plan outlines our strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the *Act*.

Part I: Customer Service Standard

Initiative	Requirement	Action	Status	Compliance Date
Establish Accessible Customer Service Policy	Every organization is required to establish policies and actions on accessible customer service	Customer Service Standards Policy posted on DCC website and DCC Community online	Completed	January 1, 2012
Training	Every organization is required to ensure all employees and individuals that provide goods or service to members of the public or other third parties on its behalf, and those involved in policy development, receive training on accessible customer service	<ul style="list-style-type: none"> Develop and implement appropriate training materials and ensure it's provided to all employees and volunteers Ensure training is provided to those listed as soon as practicable Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to Ensure that any training is provided on any changes to programs 	Completed	January 1, 2015

Part II: Integrated Standards – General Requirements

Initiative	Requirement	Action	Status	Compliance Date
Establish Multi-Year Accessibility Plan	Every organization is required to establish policies and actions on how the organization will achieve accessibility by meeting requirements outlined in the Integrated Standards	Multi- Year Plan posted on DCC website and DCC Community online	Completed	January 1, 2014
Training	Every organization is required to ensure all employees and individuals that provide goods or service to members of the public or other third parties on its behalf, and	<ul style="list-style-type: none"> Develop and implement appropriate training materials and ensure it's provided to all employees and volunteers 	Completed	January 1, 2015

	those involved in policy development, are trained on the requirements of the Integrated Standards and the Human Rights Code as it pertains to individuals with disabilities.	<ul style="list-style-type: none"> • Ensure training is provided to those listed as soon as practicable • Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to • Ensure that any training is provided on any changes to these programs 		
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Part III: Information and Communication Standard

Initiative	Requirement	Action	Status	Compliance Date
Emergency Procedures, Public Emergency Safety Information	Every organization must ensure that emergency procedures and public emergency safety information is made available to the public, and in an accessible format or with appropriate communication supports, as soon as practicable, upon request	All emergency procedures will be continuously reviewed and monitored and made available in accessible format, upon request	Completed	January 1, 2012
Accessible Websites and Web Content	Large organizations' websites must conform to the WWW Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level A, increasing to Level AA	<ul style="list-style-type: none"> • Our newly refreshed website and all newly refreshed websites that DCC operates conform to Level A of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0) • All DCC websites including those of all our Ontario Practices will comply with WCAG 2.0 Level AA by 2021 	Completed In Progress	January 1, 2014 January 1, 2021
Feedback	Every organization must ensure its feedback processes are accessible to individuals with disabilities	Ensure that the process for receiving and responding to feedback is accessible to people with disabilities by providing alternative formats, upon request, and informing all employees on how to obtain alternate formats	Completed	January 1, 2015
Accessible formats and communication supports	Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account relevant accessibility needs and is at a cost that is not more than the regular cost charged to other persons. Consult with the person making the request in determining the suitability of an accessible format or communication support Notify the public about the availability of accessible formats and communication supports upon request		Completed	January 1, 2016

Part IV: Employment Standard

Initiative	Requirement	Action	Status	Compliance Date
Workplace Emergency Response Information	individualized workplace emergency response information must be provided to any employee that has a disability that requires accommodation	<ul style="list-style-type: none"> Alternative and individualized emergency preparedness plans are provided to the employee with the disability Review the individualized plan when the employee moves locations, when the employees disability has changed and when DCC reviews its general emergency response information 	Completed	January 1, 2012
Recruitment	<ul style="list-style-type: none"> Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. Notify applicants that accommodations are available upon request, consult with the applicant and arrange for accommodation that takes into account their disability When making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> Review and modify existing recruitment, assessment and selection procedures Inform applicants that accommodation is available during the recruitment process and specifying the same in all job postings and on the careers section of DCC website Accommodation is available for those during interviews, any selection materials utilized and upon making offers of employment Develop appropriate training to those involved in recruitment and selection process 	Completed	January 1, 2016
Informing Employees of Supports	Inform current and new employees of AODA Policies to accommodate those with disabilities. Inform employees whenever there is a change to existing policies	<ul style="list-style-type: none"> Develop a communication plan to educate and advise DCC employees on DCC's accessibility policies via email and DCC Community Intranet Accessibility policies to be included into all onboarding processes 	Completed	January 1, 2016
Individual Accommodation Plans/Return to Work Process	<ul style="list-style-type: none"> Employers shall develop written process for development of documented individual accommodation plans for employees with disabilities. Employers must develop a return to work process for those who have been absent due to a disability 	<ul style="list-style-type: none"> DCC will develop a standard process for the development of individualized return to work plans that complies with the parameters of the AODA. DCC will develop a return to work process specifically for those who have been absent due to a disability 	Completed	January 1, 2016
Performance Management, Career Development, Advancement and Redeployment	Employers shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans during its performance management process, career development/advancement opportunities, and redeployment of employees with disabilities.	<ul style="list-style-type: none"> DCC will review, and modify existing policies to performance management, career development and redeployment Ensure all training materials are developed with accessibility features 	Completed	January 1, 2016