

Accessibility Plan	Issue Date: December 31, 2015	
	Revision Date:	
Revision Number: New		
Approved By: Lori Way		

Background

The *Accessibility for Ontarians with Disabilities Act* (AODA) was adopted in 2005 with a goal of making Ontario completely accessible for individuals with disabilities by 2025. To reach this goal, businesses and organizations that provide goods and services to people in Ontario, are required to meet certain accessibility standards. There are five accessibility standards in place under the AODA to support the creation of an accessible province by 2025:

- Customer Service
- Employment
- Information and Communication
- Transportation
- Design of Public Spaces

Statement of Commitment

Orthodont 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* (AODA) and Ontario's accessibility laws.

In 2012, Orthodont implemented an *Accessible Customer Service Policy* to ensure that people with disabilities are given the same opportunity to access and benefit from our services. Orthodont strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The *Integrated Accessibility Standards Regulation* ("IASR") under AODA, which incorporates the remaining accessibility standards, requires us to establish, implement, maintain and document a multi-year accessibility plan which outlines our strategy to prevent and remove barriers for persons with disabilities through the requirements under the IASR.

The following accessibility standards are applicable to Orthodont under the IASR:

1. General Requirements
2. Information and Communications
3. Employment
4. Design of Public Spaces

Our organization is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act*. This accessibility plan outlines the steps Orthodont is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Orthodont will play its role in making Ontario an accessible province for all Ontarians.

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In accordance with the IASR, Orthodent will:

- Establish, review and update this accessibility plan
- Post this accessibility plan on Orthodent's website
- Provide the accessibility plan in an accessible format upon request
- Review and update this accessibility plan at least once every 5 years

Achievements

This document includes a summary of the accessibility initiatives that Orthodent has completed.

- Orthodent has remained in compliance with the Customer Service Standard.
- Customer feedback may be submitted by email, telephone, fax, in person or by mail to:

Accessibility at Orthodent Ltd.
 311 Viola Street
 Oshawa, ON L1H 3A7
 Phone: 905 436 3133
 Fax: 905 723 2331
 email: info@orthodent.ca

- All policies and procedures are available in various formats to meet specific needs.
- Company-wide communication is done through email unless otherwise requested.

Customer Service

Orthodent is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities in the same high quality manner as others. Orthodent will improve our front entry to be more accessible by creating a small ramp. Our plan is to have this complete by the summer of 2016.

To further our training, Orthodent will provide more extensive training to all customer service representatives to ensure superior service to all people with disabilities. We will use the training module called *Serve-Ability: Transforming Ontario's Customer Service* provided by Ontario.ca. This training will be provided prior to December 2016.

Information and Communication

Orthodent is committed to making our information and communications accessible to people with disabilities. When requested, workplace information will be provided in an accessible format. A notice is posted. This will include emergency and public safety information, feedback processes for employees and public, employee information and other public information.

Types of accessible formats could be HTML and Microsoft Word, braille, audio formats, large print or text transcripts of visual and audio information. Other forms of communication support could be:

- reading the written information aloud to the person directly
- exchanging hand-written notes (or providing a note taker or communication assistant)

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- captioning or audio description
- assistive listening systems
- augmentative and alternative communication methods and strategies (eg, the use of letter, word or picture boards, and devices that speak out)
- sign language interpretation and intervenor services
- repeating, clarifying or restating information

Employees can request accessible formats, coaching or accommodations needed prior to participating in yearly performance reviews.

Our accessibility policy is included in our Employee Handbook which is distributed upon orientation. Any changes made to policies is communicated to every employee through written handout. Other forms of communication are available upon request.

Accommodation Plans

Orthodont has developed an accommodation plan process for employees with disabilities. This process is documented and will be reviewed at least every year as required.

Return to Work Process

Orthodont has developed a return to work process for employees with disabilities. This process is documented and will be reviewed every year as required.

Hiring

Orthodont is committed to fair and accessible employment practices. As of January 1, 2016, all job postings will include the statement: *“Orthodont is committed to ensuring equal access and participation for people with disabilities”*. During the hiring process, we will inform job applicants that are selected for an interview that accommodation will be provided. If an applicant or successful candidate requests an accommodation, we will discuss their needs and make arrangements to support them. We will also have the statement *“Orthodont is committed to ensuring equal access and participation for people with disabilities”* included on our website as of June 1, 2016.

Training

Orthodont is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Employees will continue to be trained as procedures change and progress.

Contact

For more information on this accessibility plan, please contact Lori Way at 905 436 3133, lori@orthodont.ca.

Your website and social media addresses: www.orthodont.ca; www.facebook.com/orthodont
Standard and accessible formats of this document are free upon request.