



# Customer Service Accessibility Policy / Procedures

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## Intent

This document is intended to lay out the procedures defined by Crescent Oral Surgery to meet the requirements of the *Accessibility Standards for Customer Service*, under the *Accessibility for Ontarians with Disabilities Act (AODA)*. This applies to the provision of goods and services to the public or other third parties.

All services provided by Crescent Oral Surgery shall follow the principles of dignity, independence, integration and equal opportunity.

## Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by Crescent Oral Surgery.
- b) This policy applies to employees, volunteers, and/or contractors who deal with the public or other third parties that act on behalf of Crescent Oral Surgery, including when the provision of goods and services occurs off the premises of Crescent Oral Surgery.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that takes place at premises owned and operated by Crescent Oral Surgery.
- d) This policy shall also apply to all persons who participate in the development of the Crescent Oral Surgery's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

## Procedures

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Patient Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

## The Provision of Goods and Services to Persons with Disabilities

Crescent Oral Surgery will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all patients receive the same value and quality;
- allowing patients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;

- using alternative methods when possible to ensure that patients with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the patient's disability.

## Assistive Devices

### Patient's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Crescent Oral Surgery.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present or available and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the patient.

### Assistive devices provided by Crescent Oral Surgery:

Wheelchairs are available on a first come, first serve basis and upon request, to assist patients in accessing our goods and services:

## Guide Dogs, Service Animals and Service Dogs

A patient with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to the premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the patient for reasons relating to his or her disability, Crescent Oral Surgery may request verification from the patient.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

### Care and Control of the Animal:

The patient that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

### Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Crescent Oral Surgery will make all reasonable efforts to meet the needs of all individuals.

## Support Persons

If a patient with a disability is accompanied by a support person, Crescent Oral Surgery will ensure that both persons are allowed to enter the premises together and that the patient is not prevented from having access to the support person.

There may be times where seating and availability prevent the patient and support person from sitting beside each other. In these situations Crescent Oral Surgery will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the patient, prior to any conversation where confidential information might be discussed.

## Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Crescent Oral Surgery. In the event of any temporary disruptions to facilities or services that patient's with disabilities rely on to access or use Crescent Oral Surgery's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

### Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

### Notifications Options:

When disruptions occur Crescent Oral Surgery will provide notice by:

- posting notices at the point of disruption, at the main entrance and/or elevator and the nearest accessible entrance to the service disruption and/or on the Crescent Oral Surgery website;
- contacting patients with appointments;
- verbally notifying patients when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

## Feedback Process

Crescent Oral Surgery shall provide patients with the opportunity to provide feedback on the service provided to patients with disabilities. Information about the feedback process will be readily available to all patients and notice of the process will be made available in patient waiting areas, and/or on the company website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, or email), will be available upon request.

### Submitting Feedback:

Patients can submit feedback to:

Human Resources  
1940 Eglinton Ave. East, Suite 500,  
Toronto, Ontario M1L 4R1  
416-752-5222  
HR@crescentoralsurgery.com

Patients who wish to provide feedback by completing an onsite patient feedback form or verbally can do so to any Crescent Oral Surgery location. Feedback forms are available at the front desk at each location.

Patients that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## Training

Training will be provided to:

- a) all employees, consultants, contractors, volunteers, and Doctors who deal with the public or other third parties that act on behalf of Crescent Oral Surgery.
- b) those who are involved in the development and approval of patient service policies, practices and procedures.

### Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - Use assistive devices;
  - Require the assistance of a guide dog, service dog or other service animal; or
  - Require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Crescent Oral Surgery's policies, procedures and practices pertaining to providing accessible patient service to patients with disabilities.

### Training Schedule:

Crescent Oral Surgery will provide training as soon as practicable. Training will be provided to new employees, consultants, contractors, volunteers and Doctors who deal with the public or act on our behalf as part of the orientation process. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### Record of Training:

Crescent Oral Surgery will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

### A. Notice of Availability and Format of Documents

Crescent Oral Surgery shall notify patients that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the patient's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Crescent Oral Surgery, or the Crescent Oral Surgery's website and/or any other reasonable method.

## Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Human Resources  
1940 Eglinton Ave. East, Suite 500,  
Toronto, Ontario M1L 4R1  
416-752-5222  
HR@crescentoralsurgery.com

This policy and its related procedures will be reviewed as required in the event of legislative changes.

## Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990