

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES MULTI-YEAR PLAN

### Introduction and Statement of Commitment

dentalcorp Health Services LTD., on behalf of itself, (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 | <ul style="list-style-type: none"> <li>Every organization is required to establish policies and actions on accessible customer service</li> </ul>   | <ul style="list-style-type: none"> <li>Customer Service Standards Policy posted on the dentalcorp website and dentalcorp Community online</li> </ul>  | Completed<br><br>Updated | January 1, 2012<br><br>June 30, 2021 |
| Training                                     | <ul style="list-style-type: none"> <li>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</li> </ul> | <ul style="list-style-type: none"> <li>Develop and implement appropriate training materials and ensure it's provided to all employees and volunteers</li> <li>Ensure training is provided to those listed as soon as practicable</li> <li>Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to</li> <li>Ensure that any training is provided on any changes to programs</li> </ul> | Completed                | January 1, 2015                      |

### Part II: Integrated Standards – General Requirements

| Initiative                              | Requirement  | Action  | Status    | Compliance Date |
|---|--|---|-----------|-----------------|
| Establish Multi-Year Accessibility Plan | <ul style="list-style-type: none"> <li>Every organization is required to establish policies and actions on how the organization will achieve accessibility by meeting requirements outlined in the Integrated Standards</li> </ul> | <ul style="list-style-type: none"> <li>Multi- Year Plan posted on the dentalcorp website and the dentalcorp Community online</li> </ul> | Completed | January 1, 2014 |

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| Training | <ul style="list-style-type: none"> <li>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, are trained on the requirements of the Integrated Standards and the Human Rights Code as it pertains to individuals with disabilities.</li> </ul> | <ul style="list-style-type: none"> <li>Develop and implement appropriate training materials and ensure it's provided to all employees and volunteers</li> <li>Ensure training is provided to those listed as soon as practicable</li> <li>Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to</li> <li>Ensure that any training is provided on any changes to these programs</li> </ul> | Ongoing | June 30, 2021 |
|----------|--|---|---------|---------------|

### Part III: Information and Communication Standard

| Initiative  | Requirement  | Action   | Status                       | Compliance Date                      |
|---|--|--|------------------------------|--------------------------------------|
| Emergency Procedures, Public Emergency Safety Information | <ul style="list-style-type: none"> <li>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</li> </ul>               | <ul style="list-style-type: none"> <li>All emergency procedures will be continuously reviewed and monitored and made available in accessible format, upon request</li> </ul>   | Completed                    | January 1, 2012                      |
| Accessible Websites and Web Content                       | <ul style="list-style-type: none"> <li>Large organizations' websites must conform to the WWW Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level A, increasing to Level AA</li> </ul>   | <ul style="list-style-type: none"> <li>Our newly refreshed website and all newly refreshed websites that dentalcorp operates conform to Level A of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0)</li> <li>All dentalcorp websites including those of all our Ontario Practices will comply with WCAG 2.0 Level AA by 2021</li> </ul> | Completed<br><br>In Progress | January 1, 2014<br><br>June 30, 2021 |
| Feedback  | <ul style="list-style-type: none"> <li>Every organization must ensure its feedback processes are accessible to individuals with disabilities</li> </ul>  | <ul style="list-style-type: none"> <li>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</li> </ul>  | Completed                    | January 1, 2015                      |
| Accessible formats and communication supports             | <ul style="list-style-type: none"> <li>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</li> </ul> |  | Completed                    | January 1, 2016                      |

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|  | <p>cost charged to other persons.<br/>Consult with the person making the request in determining the suitability of an accessible format or communication support</p> <ul style="list-style-type: none"> <li>Notify the public about the availability of accessible formats and communication supports upon request</li> </ul> |  |  |  |
|--|---|--|--|--|

### Part IV: Employment Standard

| Initiative                               | Requirement   | Action   | Status    | Compliance Date |
|--|---|--|-----------|-----------------|
| Workplace Emergency Response Information | <ul style="list-style-type: none"> <li>individualized workplace emergency response information must be provided to any employee that has a disability that requires accommodation</li> </ul>  | <ul style="list-style-type: none"> <li>Alternative and individualized emergency preparedness plans are provided to the employee with the disability</li> <li>Review the individualized plan when the employee moves locations, when the employees disability has changed and when dentalcorp reviews its general emergency response information</li> </ul>   | Completed | January 1, 2012 |
| Recruitment                              | <ul style="list-style-type: none"> <li>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.</li> <li>Notify applicants that accommodations are available upon request, consult with the applicant and arrange for accommodation that takes into account their disability</li> <li>When making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities</li> </ul> | <ul style="list-style-type: none"> <li>Review and modify existing recruitment, assessment and selection procedures</li> <li>Inform applicants that accommodation is available during the recruitment process and specifying the same in all job postings and on the careers section of dentalcorp website</li> <li>Accommodation is available for those during interviews, any selection materials utilized and upon making offers of employment</li> <li>Develop appropriate training to those involved in recruitment and selection process</li> </ul> | Completed | January 1, 2016 |
| Informing Employees of Supports          | <ul style="list-style-type: none"> <li>Inform current and new employees of AODA Policies to accommodate those with disabilities.</li> <li>Inform employees whenever there is a change to existing policies</li> </ul>   | <ul style="list-style-type: none"> <li>Develop a communication plan to educate and advise dentalcorp employees on dentalcorp's accessibility policies via email and dentalcorp Community Intranet</li> <li>Accessibility policies to be included into all onboarding processes</li> </ul>  | Completed | January 1, 2016 |

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| <p>Individual Accommodation Plans/Return to Work Process</p>                    | <ul style="list-style-type: none"> <li>Employers shall develop written process for development of documented individual accommodation plans for employees with disabilities.</li> <li>Employers must develop a return to work process for those who have been absent due to a disability</li> </ul>                             | <ul style="list-style-type: none"> <li>dentalcorp will develop a standard process for the development of individualized return to work plans that complies with the parameters of the AODA.</li> <li>dentalcorp will develop a return to work process specifically for those who have been absent due to a disability</li> </ul> | <p>Completed</p> | <p>January 1, 2016</p> |
| <p>Performance Management, Career Development, Advancement and Redeployment</p> | <ul style="list-style-type: none"> <li>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.</li> </ul> | <ul style="list-style-type: none"> <li>dentalcorp will review, and modify existing policies to performance management, career development and redeployment</li> <li>Ensure all training materials are developed with accessibility features</li> </ul>   | <p>Completed</p> | <p>January 1, 2016</p> |