



**Policy, Practices and Procedures**  
**for the Customer Services**  
**Standard of the**  
**Accessibility for Ontarians with**  
**Disabilities Act**

## **Executive Summary**

Given the nature of the business, the majority of clients at Advanced Orthodynamics have some form of disability ranging from minor to major. I have dedicated my career to helping people achieve their full potential and best quality of life through the use of orthotic devices. The orthotic devices are engineered to help people with disabilities gain as much independence as possible.

I continually investigate new products and techniques to ensure that I provide the best possible service to my clients.

I ensure that my employees follow my example to provide a positive experience for everyone who walks through the door.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Bapty". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Eric Bapty, C.O. (c)

## **Providing goods, services or facilities to people with disabilities**

Advanced Orthodynamics is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Advanced Orthodynamics understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Advanced Orthodynamics is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Advanced Orthodynamics is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Verbal communication
- Written communication
- Hand gestures
- Electronic communication which may include email, text, FaceTime, and/or Skype. Please note that we must have your informed consent before we can communicate electronically.

We will work with the person with a disability to determine what method of communication works for them.

## **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Advanced Orthodynamics might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Advanced Orthodynamics will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Advanced Orthodynamics will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- Notification of disruption will be placed on the website if possible
- Notification will be placed on the telephone message if possible
- Notification will be made in writing and placed on the entrances (priority will be given to any security issues).
- Staff answered the phones will identify the disruption to all incoming calls within five business days of the expected disruption of service if possible.

## **Training**

Advanced Orthodynamics provides accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within three months after being hired.

Training will include:

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- our policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
  - wheelchairs
  - walkers
- what to do if a person with a disability is having difficulty in accessing our goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

## **Feedback process**

Advanced Orthodynamics welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- In our Welcome Package
- On our website

Customers who wish to provide feedback on the way we provides goods, services or facilities to people with disabilities can provide that information by filling out the Accessible Customer Service Feedback Form located in the Welcome Package.

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the Office Manager and Privacy Officer
- Customers can expect to hear back within three business days.

Advanced Orthodynamics will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **Notice of availability of documents**

Advanced Orthodynamics will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the Reception area, and on our website.

We will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

## **Modifications to this or other policies**

Any policies of Advanced Orthodynamics that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.