

Accessible Customer Service Plan

Our Commitment

At Clinical Research Dental (“CRD”) we are committed to providing excellent customer service to everyone, including people with disabilities.

This commitment means we do our best to provide our goods and services to people with disabilities in a manner that respects their dignity and independence, and allows them to benefit from the same services, in the same place and in a similar way, as all our other customers.

Policies, Practices and Procedures

As part of this commitment, we have established various policies, practices and procedures for how our goods and services are provided to people with disabilities. These include the following areas:

1. Assistive devices

We will ensure that our staff are 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 or services.

2. Communication

We recognize that people with disabilities may communicate differently because of their disability. We are committed at CRD to communicating with customers with disabilities in ways that take the nature of their disability into account.

3. 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 or other third parties (except where otherwise prohibited by law).

Most of the time, our staff will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation when it is not readily apparent, our staff may ask for clarification.

4. Support persons

We welcome people with disabilities who are accompanied by support persons. CRD recognizes that some people with disabilities may have support people – e.g. paid professionals, volunteers, family members, or friends – to help them with communication, mobility, personal care or medical needs, or with accessing our goods and services.

Support persons are allowed on any part of CRD's premises that are open to the public or other third parties.

Temporary Disruptions

We recognize that people with disabilities may rely on certain facilities or services being available at CRD (e.g. accessible washroom; electronic door opener).

As part of our commitment to providing accessible customer service, we will promptly notify customers whenever there is a temporary disruption in such facilities or services. This notice includes the reason for the disruption, its anticipated duration, and any alternative facilities or services available.

Staff Training

Committed customer service requires an equal commitment to training for all employees, volunteers and others who deal with the public on behalf of CRD. This same training is also provided to those at CRD who are involved in establishing the policies, practices and procedures for how our goods and services are provided to people with disabilities.

This training includes;

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing our goods and services

We strive to have accessible customer service training provided to those staff within 7 days of being hired or transferred into an applicable position. Updated training is provided whenever changes are made to how our goods and services are provided to people with disabilities.

Feedback process

When it comes to providing accessible customer service, we will always try our best and will certainly learn from our mistakes. This is why we encourage and appreciate hearing about how we are doing – both good and bad.

Feedback may be provided in person, by telephone, in writing, by email, online, or otherwise to any customer service representative at CRD. All feedback will be forwarded to Operations manager for review. The Customer Feedback Form may be used to provide such feedback, but is not mandatory.

Availability of Accessible Customer Service Documents

When it comes to accessible customer service, we have no secrets. All of our Accessible Service Documents are available to the public upon request, and we are happy to share them with you. Just ask!

Details about our Accessible Customer Service Policies are posted on our accessibility webpage at www.clinicalreaserachdental/accessibility as well as alternative methods of contacting us.