

ACCESSIBILITY POLICY AND PROCEDURES

1. PURPOSE

The Canadian Dental Assistants' Association (CDAA) is committed to ensuring equal access and participation for people with disabilities. Our Association will make all reasonable efforts to ensure policies, practices and procedures and the delivery of goods, services and training provided to persons with disabilities and all our members are in keeping with the principles of dignity, equity/equality of outcome, independence and integration. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements according to provincial requirements.

The *Accessibility for Ontarians with Disability Act (AODA)* establishes accessibility standards for the delivery of goods and services to people with disabilities that will facilitate accessibility. This policy has been established in accordance with the *AODA*.

The CDAA is committed to communicate with people with disabilities in ways that take into account their disability and communication needs.

The CDAA welcomes onto its premises and at its events, service animals and support persons upon whom persons with disabilities may rely.

2. SCOPE OF CONDUCT COVERED BY THIS POLICY

This policy describes how the CDAA works with its officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers. As well, the policy describes how the CDAA provides its programs and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

This policy applies to all current officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers. This policy applies to all behaviour that is in some way connected to the nature of the work performed by the Association, including during off-site meetings and events, training and business trips.

3. DEFINITIONS

Accessibility: Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities

Assistive Devices: is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that individuals bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier: A barrier is a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation. *Ontario Human Rights Code*

Disability: the Government of Canada defines **disability** is any severe and prolonged condition that inhibits a person from performing normal and routine daily activities. Further, the precise definition reflected in the *Accessibility for Ontarians with Disabilities Act, 2005* and the Ontario Human Rights Code is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder,
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog: a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animals: as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if: 1) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or 2) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog: as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog: 1) if it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or 2) if the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person: as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

4. POLICY STATEMENTS

Assistive Devices

- Persons with disabilities may use their own assistive devices as required when accessing services provided by CDAA. The CDAA acknowledges the importance of these devices and will allow people with disabilities to use their own personal assistive device on CDAA premises or at all CDAA events, unless there is a defined risk associated with that use.
- Should a person with a disability be unable to access the CDAA premises or event through the use of their own personal device, the CDAA will assess service delivery and potential service options to meet the needs of the individual.
- CDAA officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers will be familiar with assistive devices and other accessibility supports and will increase the accessibility of the CDAA to people with disabilities.

Service Animals

- The CDAA is committed to welcoming officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers, who are accompanied by a service animal on the CDAA premises or at CDAA events.
- Persons with disabilities are permitted to access the CDAA premises/CDAA events with one guide dog/service animal, as well as to keep the animal with him/her at all times (unless the animal is otherwise excluded by law from the premises).
- The CDAA officer(s), director(s), manager(s), supervisor(s), or employee(s), including full and part-time, casual, contract, permanent, temporary employee(s) and volunteer(s), is (are) responsible for the care, supervision and control of their service animal while on the CDAA premises or at a CDAA event.
- An individual with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to CDAA events 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.
- If a guide dog, service animal or service dog is excluded by law (for example, a provincial law or municipal by-law related to banned breeds) the provision that is more restrictive in relation to controls or bans will prevail and the CDAA will offer alternative methods to enable the person with a disability to access the CDAA premises or event, when possible.
- If it is not readily apparent that the animal is being used by the individual for reasons relating to his or her disability, the CDAA may request verification from the individual, which 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.

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

Support Persons

- If an individual with a disability is accompanied by a support person, the CDAA will ensure that both persons are allowed to enter the premises and/or event together and that the individual is not prevented from having access to the support person.
- There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the CDAA will make every reasonable attempt to resolve the issue.
- CDAA may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. This will only take place after consultation with the person with a disability and when it is the only manner that would allow the individual to participate at the CDAA premises or event.
- If payment is required by a support person for admission to the CDAA premises or event, the CDAA will ensure that notice is given in advance by advising the individual and if applicable, their support person.
- In the event that confidential information relevant to CDAA is to be discussed, the person with the disability will be asked if they wish to have their support person present. If the support person is to be present when confidential information is discussed, a signed and witnessed, CDAA *Oath of Confidentiality* form should be obtained from the support person in advance.

5. RESPONSIBILITIES AND EXPECTATIONS

The [Canadian Dental Assistants' Association \(CDAA\)](#) is responsible for:

- providing all current officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers an accessible workplace environment.
- ensuring all current officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers are aware of this policy and answer any questions they may have.

The [President and/or Board of Directors of the Canadian Dental Assistants' Association \(CDAA\)](#) is responsible for:

- ensuring that this policy is applied in a timely and consistent manner; and
- helping the individual determine appropriate and possible actions.

The [Executive Director of the Canadian Dental Assistants' Association \(CDAA\)](#) is responsible for:

- the administration of this policy;

- undertaking a review of this policy annually, or as required;
- proposing necessary adjustments to ensure that this policy meets the needs of the CDAA;
- providing training to ensure accessibility programs and services are put into action in the workplace;
- fostering an accessible environment and setting an example about appropriate behaviour;
- communicating to Board of Directors and Organizational Members (provincial associations) any accessibility barriers and any corrective measures taken by CDAA; and
- ensuring situations requiring accessibility support are dealt with in a sensitive and confidential manner.

The [officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers of the Canadian Dental Assistants' Association \(CDAA\)](#) are responsible for:

- treating others with respect in the workplace
- reporting potential accessibility challenges/obstacles to the Executive Director and/or the President of the Canadian Dental Assistants' Association (CDAA)

The [officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers of the Canadian Dental Assistants' Association \(CDAA\)](#) can expect:

- to be treated with respect in the workplace;
- to advise CDAA of accessibility needs, issues and barriers

6. NOTICE OF SERVICE DISRUPTIONS

The CDAA will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. If planned, a reasonable amount of advance notice of the disruption will be provided. If the disruption is unexpected, notice will be provided as soon as possible.

7. TRAINING

The CDAA will provide training to its officers, directors, managers, supervisors, or employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers regarding the ways to ensure accessible programs, services and workplace.

Training will occur on an on-going basis and whenever changes are made to relevant policies, practices and procedures.

8. REQUEST FOR ACCOMMODATION PROCEDURE

To request accommodation or assistance for any program, service, event or CDAA facility, please contact the CDAA via email at info@cdaa.ca; or toll-free phone at 1-800-345-5137 or by paper mail at the following address:

Canadian Dental Assistants' Association
Suite 1150 - 45 O'Connor Street,
Ottawa, Ontario
K1P 1A4

9. REVIEW

The CDAA will review this policy and procedures on an annual basis, or as required, and will make necessary adjustments to ensure that it meets the needs of all officers, directors, managers, supervisors, employees, (including full and part-time, casual, contract, permanent, temporary employees) or volunteers.

10. ENQUIRIES

Enquiries about this policy and related procedures can be directed to info@cdaa.ca

Date: **adopted at the CDAA AGM on June 24, 2018**