



Customer Service Policy Statement

Port Perry Dental Associates is committed to excellence in serving all customers including people with disabilities.

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.

Communication

We will communicate with people with disabilities in ways that take into account their disability. Our staff will be trained on how to interact with persons with various types of disabilities.

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. There may be occasions when a service animal cannot enter an area of the premises consistent with other laws. In these cases our staff will provide assistance and suggest alternatives.

Support Persons

We welcome our patients with disabilities that require a support person. Support persons are allowed in all areas of the clinic that are open to our patients. Support persons will be asked to maintain the privacy and confidentiality of personal information as it relates to the dental services we provide.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Port Perry Dental Associates 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 our waiting room, on our website, &/or on the entrance door to the waiting room.

Training

Port Perry Dental Associates will provide accessible customer service training to all employees, volunteers, & others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plan, practices & procedures related to the provision of our goods & services. Staff will be trained on Accessible Customer Service within 1 week

after being hired. Training will include an Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.

Definitions

Disability – any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness. A condition of mental impairment, mental disorder, developmental disability, learning disability, or dysfunction one or more of the processes involved in understanding or using symbols or spoken language.

Service Animal – an animal used by a person with a disability for reasons relating to his or her disability. That person may provide a letter from a physician or nurse asserting to the requirement for said animal.

Support Person – a person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to services.

Assistive Device – a tool, technology or other mechanism that enables a person with disability to do everyday tasks & activities.

Feedback

Customers who wish to provide feedback on the way Port Perry Dental Associates provides goods and services to people with disabilities can provide feedback by telephone, fax, or email. All feedback, including complaints, will be handled by the office manager who will reply within 7 business days.