



Accessibility Policy and Multi-Year Plan

2024 – 2029



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Last Updated: November 7, 2024 /JB

Introduction

At Corus Orthodontists Inc., we are committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005*. Our policies, practices and measures reflect principles of dignity, independence, integration and equal opportunity for people with disabilities.

We aim to remove barriers in our workplace. If a barrier cannot be removed, we seek to provide reasonable accommodations to affected employees and patients.

This policy applies to all employees and volunteers, and those involved in developing our policies (including managers, senior leaders, directors, board members, and doctor-owners).

Statement of Commitment

Corus Orthodontists Inc., along with our network of partner practices in the province of Ontario and across North America (known collectively as “Corus Orthodontists”), is committed to providing a barrier-free environment for all, including our patients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), and its associated regulations.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

Corus Orthodontists Inc. is committed to excellence in serving and providing goods, services or facilities to all patients including people with disabilities.

Accessibility Plan

Training

We are committed to training all employees and volunteers in accessible customer service, Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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.

Communication

We communicate with people with disabilities in ways that take into account their disability and we will work with the person with disabilities 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 and third parties.

When we cannot easily identify that an animal is a service animal, our employees may ask for 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.

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, this organization 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, Corus Orthodontists 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, Corus Orthodontists, and our partner practices, will notify patients 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 one or more of the following ways:

- Social Media
- Direct Contact – Email and/or Phone
- Website
- Google Maps – Business Profile
- Entrance to Place of Business

Feedback Process

Corus Orthodontists welcomes feedback on how we provide accessible customer service. Your feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

Email: askpeople@corusortho.com

Phone: 1 (888) 310-9898

Mail: Corus Orthodontists Inc.
Attn: People & Culture
165 Avenue Road, Suite 501
Toronto, Ontario
M5R 3S4
Canada

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

- Feedback is received by the People & Culture team at Corus Orthodontists.
- Concerns or complaints will be escalated to a Manager or Senior Manager on the People & Culture team.
- Customers can expect a response in 3-5 business days.

Notice of Availability of Documents

Corus Orthodontists notifies the public that documents related to accessible customer service, are available upon request through the methods outlined above under [Feedback Process](#).

Corus Orthodontists will provide these documents 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.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We are in the process of meeting internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodation is available upon request. We consult with the applicants and provide or arrange suitable accommodation.

Successful applicants are made aware of policies for accommodating employees with disabilities when making offers of employment.

We notify employees that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities have been modified or removed.

This document is publicly available. Accessible formats are available upon request.

Multi-Year Accessibility Plan

Accessibility Policies and Plans

In accordance with the requirements set out in the *Integrated Accessibility Standard Regulation* (the “IASR”), Corus Orthodontists Inc. will:

- Establish, implement, and maintain policies governing how the organization achieves, or will achieve, accessibility.
- Post the multi-year plan publicly on our website (corusortho.com).
 - Upon request, provide the plan in an accessible format.
- Review and update the accessibility plan at least once every five years.
- Establish, review, and update their accessibility plans in consultation with persons with disabilities.
- Prepare an annual status report and post it to our website.

General Requirements				
Accessibility Requirement	Action Taken	Plan to Meet Requirements	Compliance Deadline	Status
Establishment of accessibility policies and practices	Updated accessibility policy and multi-year plan created with clear plans for follow-up and review.	Worked with third-party consultant to implement accessibility policies and practices which govern how we achieve and sustain accessibility throughout our organization.	March 31, 2024	Complete
Training on IASR and the Human Rights Code	Utilized online training platform to deploy and track completion of training for all required individuals in Ontario.	Established clear training processes and communication plan to ensure completion by all employees and volunteers relating to their specific roles.	March 31, 2024	Complete
Information and Communication Standard				
Accessibility Requirement	Action Taken	Plan to Meet Requirements	Compliance Deadline	Status
Establishment of processes for receiving and responding to feedback regarding accessibility	Feedback form created and under review for posting to the public. Currently accepting feedback via mail, email or phone, with alternate methods available upon request.	Worked with third-party consultant to necessary feedback forms along with alternate methods for providing feedback.	August 31, 2024	In Progress
Provision of accessible formats and communication supports	Available by mail, email or phone, with alternate methods available upon request.	Created processes for providing documents in alternate and accessible formats upon request.	August 31, 2024	In Progress

Establishment of emergency procedures, plans or public safety information	Emergency response plans provided with additional document(s) outlining considerations for accessible formats and supports for persons with disabilities.	Development of process for providing persons with disabilities publicly available emergency information in an accessible format upon request.	August 31, 2024	In Progress
Accessible websites and web content in accordance with Web Content Accessibility Guidelines (WCAG) 2.0	Implementation of UserWay widget to provide alternate formatting for corusortho.com and all associated sub-pages.	Continued review of website (corusortho.com) and content to ensure conformity with the WCAG 2.0 Level AA.	August 31, 2024	Complete
Availability of educational and training resources or materials	Updated Accessible Customer Service Policy and other documentation and guides posted internally to ensure all employees and volunteers have access to educational and training resources and materials.	Created internal hub for posting of updated Accessible Customer Service Policy and other documentation and guides.	August 31, 2024	In Progress

Employment Standard

Accessibility Requirement	Action Taken	Plan to Meet Requirements	Compliance Deadline	Status
Recruitment, assessment and selection processes	Existing recruitent policies updated to include accessibility statement of availability of accommodations, as needed.	Statement to notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment processes.	March 31, 2024	Complete
Informing employees of supports		Once policies are finalized, communicate policies to employees and establish communication between leaders and employees who may need supports made available to them.	August 31, 2024	In Progress
Accessible formats and communication supports for employees		Once policies are finalized, communicate policies to employees and establish communication between leaders and employees who may need accessible formats and communication supports made available to them.	August 31, 2024	In Progress

Workplace emergency response information		Once policies are finalized, communicate policies to employees and establish communication between leaders and employees who may need an emergency response plan developed.	August 31, 2024	In Progress
Documented individual accommodation plans		Forms and documentation are in place to properly form an accommodation plan to be put in place. Ensuring leaders are aware of the policy/process and utilize the documentation for people with disabilities.	August 31, 2024	In Progress
Return to work process		Return to work process in place. Ensuring leaders are trained and aware of the process and utilize uniformly for all cases of return to work.	August 31, 2024	In Progress
Performance management process		Working with a third-party consultant to develop performance management policy or process as part of larger accessibility policies.	August 31, 2024	In Progress
Career development and advancement		Working with a third-party consultant to develop career development and advancement policies as part of a larger accessibility policies.	August 31, 2024	In Progress
Design of Public Spaces Standards				
Accessibility Requirement	Action Taken	Plan to Meet Requirements	Compliance Deadline	Status
Design and maintenance of public spaces	Review requirements in the design or updating of spaces open to the public with regular review.	Consideration in the design or updating of public spaces and, where appropriate, provide clients with notice if there is a temporary disruption when accessible elements are not in working order. Public spaces include, but not limited to service counters, fixed queuing lines and waiting area.	August 31, 2024	In Progress

Contact Details

Your feedback is important to us. For more information on this accessibility plan, accessibility questions or feedback, and to report any barriers you may have encountered in accessing our information through our website, please reach out:

Email: askpeople@corusortho.com

Phone: 1 (888) 310-9898

Mail: Corus Orthodontists Inc.
Attn: People & Culture
165 Avenue Road, Suite 501
Toronto, Ontario
M5R 3S4
Canada

Our accessibility plan is publicly posted at <https://www.corusortho.com/>. Standard and accessible formats of this document are free on request through our People & Culture team at askpeople@corusortho.com or any of the available contacts listed above.