

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

LaSalle Dental is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services for customers with disabilities such as delayed or extended time necessary for appointments, LaSalle Dental will notify customers promptly by phone or in person. For any disruption we will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

Training

LaSalle Dental will provide training to dentists and staff who deal with people with disabilities. This training will be provided to staff upon hiring and updated yearly.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- LaSalle Dental's plan 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
- What to do if a person with a disability is having difficulty in accessing our services

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

Feedback process

Customers who wish to provide feedback on the way LaSalle Dental provides goods and services to people with disabilities can leave a message with the reception staff either in person, by phone or by email, or speak directly with any of the dentists in the office.

All feedback, including complaints, will be used by LaSalle Dental to re-evaluate our accessible customer service plan and make changes as needed.

Customers can expect to hear back within 48 hours on how their feedback will impact our customer service.

Modifications to this or other policies

Any policy of LaSalle Dental that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.