

NDEB Accessibility Policy

Policy Statement

The National Dental Examining Board (NDEB) is committed to providing services, employment practices, and information in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities.

The NDEB is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), including the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and the Integrated Accessibility Standards Regulation (IASR – Ontario Regulation 191/11).

The NDEB will take reasonable steps to identify, remove, and prevent barriers to accessibility.

Purpose

The purpose of this policy is to establish the framework by which the NDEB ensures compliance with:

- Accessibility Standards for Customer Service (O. Reg. 429/07)
- Integrated Accessibility Standards Regulation (O. Reg. 191/11)

This policy supports the creation of an accessible environment for clients, employees, applicants, and the public.

Scope

This policy applies to:

- All employees, contractors, consultants, volunteers, and agents of the NDEB
- All services provided to the public and third parties
- All stages of employment including recruitment, hiring, onboarding, accommodation, and career development
- All communication and information provided by the NDEB

Definitions

Disability: As defined under the Ontario Human Rights Code, (a) 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, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other appliance or device; (b) a condition of mental impairment or a developmental disability; (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder; or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (Ontario).

Assistive Device: Any device used by a person with a disability to assist in daily living.

Guide Dog: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Persons' Rights Act (Ontario).

Service Animal: An animal used by a person with a disability where the need is readily apparent or confirmed through appropriate documentation from a regulated health professional.

Support Person: A person who accompanies a person with a disability to assist with communication, mobility,

personal care, or access to services.

Customer Service Standard

Principles of Service Delivery

The NDEB will provide goods and services in a manner that:

- Respects dignity and independence
- Promotes integration and equal opportunity
- Ensures equal access to services

Assistive Devices

Persons with disabilities may use their personal assistive devices while accessing the NDEB services unless otherwise restricted by law or safety requirements.

Communication

The NDEB will communicate with persons with disabilities in a manner that takes into account their individual needs and we will ensure that all persons who communicate with customers on behalf of the NDEB receive training on how to interact and communicate with people with various types of disabilities.

Use of Service Animals and Support Persons

Service animals and support persons are permitted in all public areas of the NDEB premises.

Where restrictions apply by law or safety considerations, the NDEB will provide alternative means of access to services.

Notice of Temporary Disruptions

The NDEB will provide notice of disruptions in facilities or services, including:

- Reason for disruption
- Expected duration
- Alternative services, where available

Information and Communication Standards

Accessible Formats and Communication Supports

The NDEB will provide accessible formats, and communication supports on request and in a timely manner. We will consult with the person making the request to determine suitability of the format or communication support. (e.g. HTML and Microsoft Word, large print, text transcripts of visual and audio information).

Web Accessibility

The NDEB will ensure its website meets or exceeds the requirements of the IASR, including WCAG 2.0 Level AA, and will strive to align with more current WCAG standards where practicable.

Employment Standards

Individualized Workplace Emergency Response Information

- The NDEB will provide individualized workplace emergency response information to employees who have a disability when the NDEB is made aware of the need for accommodation. The employee should notify their manager, Human Resources, or the Health and Safety representative if there is a need or they have a disability where they might need help during an emergency, on a permanent or temporary basis. The individualized emergency response plan and associated information will be made available in alternate format as needed in order to take into account the disability. The emergency response plan will be shared with others who are part of the emergency response plan only with consent of the affected employee.

Recruitment, Assessment and selection Processes

The NDEB will:

- Notify employees and the public that accommodations are available for applicants with disabilities in the throughout the recruitment process
- Notify internal and external job applicants that accommodations to support their participation in all aspects of the recruitment process will be provided on request. Notification will be provided in all job postings, and in alternate formats when requested, as well as when communicating with applicants verbally or in writing;
- Notify job applicants when they are selected to participate in the interview process that accommodations and supports will be provided on request; and
- Notify the successful applicants of our policies for accommodating employees with disabilities when making an offer of employment.

Informing Employees of Supports

The NDEB will notify employees of the policies to support employees with disabilities. The NDEB will provide job accommodations and follow the NDEB Workplace Accommodation Policy that take into account the accessibility needs due to disability.

Individual Accommodation Plans

The NDEB will develop documented individual accommodation plans for employees with disabilities as outlined in the NDEB Workplace Accommodation Policy, these plans will:

- Be developed in consultation with the employee
- Identify accommodation needs and measures
- Be reviewed and updated as required

Return to Work Process

The NDEB maintains a documented return-to-work process as outlined in the Workplace Accommodation Policy for employees who require disability-related accommodation following absence.

Accessible Formats and Communication Supports for Employees

The NDEB will, when requested by an employee with a disability, provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to employees in the workplace. The NDEB will consult with the employee to determine the suitability of an accessible format or communication support.

Performance Management

The NDEB will take into account the accessibility needs of employees with disabilities when applying performance management processes for employees and conducting activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. When reviewing the performance of an employee with a disability, the NDEB will review his or her accommodation needs and determine whether it necessitates adjustment to improve their performance on the job. The NDEB will also ensure that documents related to performance management are available in accessible formats.

Career Development and Management

The NDEB will provide employees with disabilities the opportunity to advance within our organization. When providing career development and advancement opportunities, the NDEB will take into account what accommodations employees with disabilities may need to succeed in other roles within the NDEB or to take on new responsibilities in their current position.

Training

The NDEB will ensure training is provided to all employees, contractors, volunteers, and others acting on behalf of the NDEB who interact with the public or develop policies.

Training will include:

- Requirements of the AODA and IASR
- Ontario Human Rights Code as it relates to disabilities
- Communication with persons with disabilities
- Use of assistive devices, service animals, and support persons

Training will be provided:

- As soon as practicable upon commencement of duties
- When accessibility policies or procedures change
- When job responsibilities change if applicable

The NDEB will maintain records of accessibility training, including the dates training was provided and the number of individuals trained.

Multi -Year Accessibility Plan

The NDEB maintains a Multi-Year Accessibility Plan in accordance with the IASR.

The plan:

- Identifies strategies to prevent and remove barriers
- Is reviewed at least every five years
- Is posted publicly
- Is developed and maintained with consideration of the accessibility needs of persons with disabilities and is available in accessible formats upon request

Feedback

The NDEB welcomes feedback regarding accessibility and uses it to inform continuous improvement of policies, practices, and services.

Those who wish to provide feedback on the way the NDEB provides goods, services or facilities to people with disabilities can provide feedback in the following ways:

Mail / In person

340 Albert Street, 12th Floor
Ottawa, Ontario, Canada K1R 7Y6

Telephone: 613-236-5912

Email: hr@ndeb-bned.ca

Customers can expect a response to feedback or a complaint within 5 business days, by email, letter or telephone.

Policy Review and Access

This policy will be made publicly available provided in accessible formats upon request. This policy will be reviewed annually or earlier if required due to legislative or operational changes.

For more information on applicable Ontario provincial standards:

1. Accessibility for Ontarians with Disabilities Act (AODA)

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

2. Integrated Accessibility Standard Regulation

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/other_standards/