

Accessibility Client Service Policy

1. This statement is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005. This information applies to the provision of services offered at the office of the National Dental Examining Board of Canada (NDEB), located in Ottawa, Ontario, Canada.
2. The NDEB makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.
3. The NDEB will ensure that all individuals receive the same value and quality of services including,
 - allowing individuals with disabilities to do things in their own way, and at their own pace with accessing services as long as this does not present a safety risk;
 - using alternative methods when possible to ensure that individuals with disabilities have access to the same services, in the same place and in a similar manner;
 - taking into account individual needs when providing services; and communicating in a way that takes into account the individual's disability; and
 - ensuring individuals with disabilities may use their own assistive devices as required with accessing services provided by the NDEB. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services.
4. The NDEB shall provide all individuals the opportunity to provide feedback on the services provided to the individual with disabilities. Feedback will be accepted in written or verbal forms. Individuals should direct feedback to the Director of Human Resources at the office of the NDEB, 80 Elgin Street, 2nd Floor, Ottawa, Ontario, K1P 6R2.
5. Individuals that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns that were submitted.

This policy and its related procedures will be reviewed as required in the event of legislative changes.