

## ACCESSIBLE CUSTOMER SERVICE POLICY (AODA)

### Purpose

- dentalcorp Holdings Ltd. (“dentalcorp”) is committed to ensuring that our goods and services are provided to our patients (customers) with disabilities in an accessible manner. We understand the importance of treating individuals with disabilities in a way that respects their dignity and independence. This policy establishes dentalcorp’s policies, practices and procedures relating to its provision of accessible customer service. All other Company policies will be interpreted and applied in a manner consistent with the requirements and intent of the policy.

### Scope and Application

- The policy applies to all dentalcorp locations

### Policy Statement(s)

- **Accessible Communications**  
dentalcorp will communicate with individuals with disabilities in a manner that takes into account their disabilities. In determining the appropriate method and form of communication, dentalcorp will take into account accessibility needs resulting from disabilities. dentalcorp encourages individuals we communicate with to identify any accessibility needs so that we can respond appropriately to those needs.
- **Service Animals**  
dentalcorp welcomes individuals with disabilities who use service animals. Service animals are allowed on any parts of our premises that are open to the public or other third parties, in accordance with applicable laws.
- **Support Persons**  
Patients, customers, customer representatives and others with disabilities who require the assistance of a support person will be allowed to have that support person accompany them when visiting any dentalcorp location.
- **Assistive Devices**  
Individuals with disabilities may use their own assistive devices to access goods and services provided by dentalcorp. To the extent required, dentalcorp will ensure that our team members are trained and familiar with various assistive devices that may be used by individuals when accessing our goods and services.
- **Notice of Temporary Disruptions**  
In the event of a planned or unexpected disruption to services or facilities that may be used by individuals with disabilities to access goods or services, dentalcorp will notify individuals of the disruption promptly. The notice will advise individuals regarding the reason for the disruption, its anticipated duration, and provide a description of alternative services or facilities available, if any. The notice will be posted and/or communicated to individuals with disabilities in a manner that is reasonable in the circumstances.
- **Training of Staff**

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dentalcorp is committed to ensuring that our team members are able to effectively respond to accessibility needs. dentalcorp will provide training to team members regarding accessible customer service in accordance with applicable laws.

- **Feedback Process**

dentalcorp understands the importance of listening to our patients' (customers) concerns and responding appropriately to feedback.

Feedback can be provided

- in person at or by mail at 181 Bay Street, Suite 2600, Toronto, Ontario M5J 2T3
- online at [www.dentalcorp.ca](http://www.dentalcorp.ca)
- by telephone at (416) 558-8338

Individuals can generally expect a response or preliminary response to their feedback within 15 business days of receipt by dentalcorp of the feedback, if the nature of the feedback requires a response. dentalcorp will take such steps as are necessary in the circumstances to rectify any issues or concerns raised in a manner consistent with the policy. Such steps may include requesting additional information from the individual providing the feedback, investigating specific complaints and/or providing documentation or communications in accessible formats. dentalcorp will advise the individual providing the feedback of the results of the feedback review process as appropriate in the circumstances.

Any other feedback policies or process maintained by dentalcorp will be interpreted in a manner consistent with this policy.

- **Distribution**

dentalcorp will provide a copy of the policy to individuals requesting it, in an accessible format if required.

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