

## PART 2: ACCESSIBILITY POLICY

### Policy Statement

K-Dental is committed to providing equal treatment to people with disabilities with respect to the use and benefit of K-Dental services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to customers, visitors and employees with visible or non-visible disabilities

### Purpose

This policy is intended to provide the overarching framework to guide the review and development of other K-Dental policies, standards, procedures, By-laws and guidelines to comply with the standards developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11. (the AODA).

### Application

This Policy applies to all K-Dental employees, volunteers, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of K-Dental, in accordance with the legislation.

### Principles

K-Dental services, goods and facilities, are to be available to people with disabilities in a manner that:

- ☺ Is free from discrimination:
- ☺ Accessible Formats and Communication Supports
- ☺ Seeks to provide integrated services;
- ☺ Provides an opportunity equitable to others to obtain, use and benefit from the goods or Services, and;
- ☺ Takes into consideration a person's disability

## PART 2: ACCESSIBILITY POLICY

### Accessible Customer Service Plan

#### Providing Goods and Services to People with Disabilities

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

#### Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that we may have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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.

- ⊗ Fees will not be charged for support persons

#### Training

K-Dental will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

#### All K-Dental Employees providing Related Customer Services

Staff will be trained on Accessible Customer Service within 30 days after being hired. It is the responsibility of the department managers to ensure that all training is properly completed in full within the given time frame.

### Training includes:

- ☺ An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ☺ K-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
- ☺ How to use the equipment of devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
- ☺ What to do if a person with a disability is having difficulty in accessing K-Dental's goods and 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 K-Dental provides goods and services to people with disabilities can provide feedback in the following ways:

E-mail, Telephone, or In-Person

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

Each department Manager is responsible for feedback, including complaints, directed towards their specific department. If issues are not resolved it is to be escalated to the President.

Customers can expect to hear back within 5 business days.

### Notice of availability

K-Dental will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations:

Web-Site

### Modifications to this or other policies

Any policy, practice or procedure of K-Dental that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## Training Procedures: How to Interact with People with Different Disabilities

All K-Dental employees, providing goods and services to members of the public on K-Dental's behalf, as well as those who develop the policies, practices and procedures governing the provision of goods or services to members of the public or other third parties will receive accessibility training.

This training shall include:

- ⊕ All review of the purpose of the AODA and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and instruction about the following matters:
  - o How to interact and communicate with persons with various types of disability;
  - o How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
  - o How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability;
  - o What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services; and,
- ⊕ A review of the requirements of the accessibility standards referred to in the AODA Integrated Accessibility Standards (Ontario Regulation 191/11) and on the Human Rights Code as it pertains to persons with disabilities

The training provided shall be appropriate to the duties of the employee. Training shall take place as soon as is practicable and upon completion, K-Dental shall keep a record of the training provided including the dates on which accessibility training took place.

### Work Related Training

The *Accessibility for Ontarians with Disabilities Act* (the AODA) requires every employer and employee in Ontario to take training on the AODA and the Ontario *Human Rights Code* in the next couple of years.

### Accessibility Standards:

Accessibility standards are laws that government, businesses, non-profits and public sector organizations must follow to become more accessible.

They help organizations identify and remove barriers to improve accessibility for people with disabilities in 5 areas of daily life:

1. Customer Service Standard
2. Information and Communications Standard
3. Transportation Standard

4. Employment Standard
5. Design of Public Spaces Standard

Please use the link below to complete the online training.

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

## Accessible Customer Service Training

### Introduction

Whether your organization is large or small, attracting every potential customer is essential to your business. Improving your services for customers with disabilities can help you increase your customer base and your bottom line.

Being accessible to customers with disabilities isn't just the right thing to do, it's also the law.

Through the Accessibility for Ontarians with Disabilities Act, 2005, the province is becoming more accessible for people with disabilities. Under the act, accessibility standards are being developed. These are the rules that Ontario businesses and organizations must follow to break down barriers for people with disabilities.

### What's New?

Ontario's first standard under the act — customer service — is now law. This standard applies to all businesses and organizations that provide goods and services and have at least one employee. Under this standard, businesses must train staff about serving customers with disabilities. This training must be provided to everyone who:

- ☺ Deals with members of the public or other third parties (e.g., business clients)
- ☺ Develops customer service policies

A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

This training will help you better serve the needs of customers with disabilities. This training will also help you comply with the training requirements in the customer service standard.

The Accessibility for Ontarians with Disabilities Act was passed in 2005. The goal of the act is to make Ontario accessible for people with disabilities by 2025. Ontario is developing mandatory, province-wide standards to achieve this goal and to improve accessibility. Standards are being developed in key areas of everyday life including:

- ☺ Customer service
- ☺ Employment
- ☺ Transportation
- ☺ Information and communications
- ☺ The built environment, including buildings

The standards are developed by committees that include people from the disability and business communities. The public then has an opportunity to review and comment on each standard before it is finalized.

## AODA Customer Service Standard

Designed public sector organizations and organizations with 20 or more employees must:

- ☐ Document in writing all their policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard
- ☐ Notify customer that the documents required under the customer service standard are available upon request
- ☐ When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability

Obligated businesses and organizations must comply with customer service standard starting January 1, 2012. To comply, all obligated businesses and organizations must:

- ☐ Set up policies, practices and procedures on providing goods and services to people with disabilities
- ☐ Make reasonable efforts to ensure that policies, practices and procedures are consistent with the key principles of independence, dignity, integration and equality of opportunity
- ☐ Have a policy on assistive devices used by people with disabilities to access your goods or services and a policy outlining any other measures you offer to enable them to access your goods and services
- ☐ Communicate with a person with a disability in a manner that takes into account their disability
- ☐ Let people with disabilities bring their service animals onto parts of your premises open to the public or open to other third parties, except where the animal is otherwise excluded by law
- ☐ Let people with disabilities bring their support persons with them when accessing goods or services on the parts of your premises open to the public or open to other third parties
- ☐ Let people know ahead of time what, if any, admission fee will be charged for a support person
- ☐ Let the public know when facilities or services that people with disabilities usually use to access their goods and services are temporarily unavailable
- ☐ Ensure that everyone who deals with the public on your behalf, as well as everyone involved in developing your customer service policies, receives training on topics outlined in the customer service standard
- ☐ Set up a process for receiving and responding to feedback about the manner in which you provide goods and services to people with disabilities, including what action will be taken on any complaints. Make the information about the feedback process readily available to the public.

This is a summary of the requirements of the customer service standard. More information is available at [www.AccessON.ca/compliance](http://www.AccessON.ca/compliance).

## How to interact and communicate with people with various types of disabilities

Being able to interact and communicate with people with disabilities is a big part of providing accessible customer service. Sometimes the best approach is to ask a person with a disability how you can best communicate with them. Here are some suggested tips to interact and communicate with people who have various disabilities:

### People who are deafblind

A person who is deafblind may have some degree of both hearing and vision loss. Many people who are deafblind will be accompanied by an intervenor, a professional support person who helps with communication.

#### *Tips:*

- ☺ Speak directly to your customer, not the intervenor
- ☺ A customer who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note

### People who have hearing loss

People who have hearing loss may be Deaf, oral deaf, deafened or hard of hearing. These are terms used to describe different levels of hearing and/or the way a person's hearing was diminished or lost

#### *Tips:*

- ☺ Attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand
- ☺ Make sure you are in a well-lit area where your customer can see your face and read your lips
- ☺ If your customer uses a hearing aid, reduce background noise or move to a quieter area
- ☺ If necessary, ask if another method of communicating would be easier (for example, using pen and paper)

### People who have physical disabilities

There are many types and degrees of physical disabilities. Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances.

#### *Tips:*

- ☺ If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level
- ☺ Don't touch items or equipment, such as canes or wheelchairs, without permission

- ☺ If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors

### People who have vision loss

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

#### *Tips:*

- ☺ Don't assume the individual can't see you. Many people who have low vision still have some sight
- ☺ Identify yourself when you approach your customer and speak directly to them
- ☺ Ask your customer if they would like you to read any printed material out loud to them (for example, a menu or schedule of fees)
- ☺ When providing directions or instructions, be precise and descriptive
- ☺ Offer your elbow to guide them if needed

### People who have learning disabilities

The term "learning disabilities" refers to a variety of disorders, such as dyslexia, that affect how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

#### *Tips:*

- ☺ Be patient, people with some learning disabilities may take a little longer to process information, to understand and to respond
- ☺ Try to provide information in a way that takes into account the customer's disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math

### People with speech or language impairments

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

#### *Tips:*

- ☺ Don't assume that a person with a speech impairment has another disability
- ☺ Whenever possible, ask questions that can be answered with "yes" or "no"
- ☺ Be patient. Don't interrupt or finish your customer's sentences

### People who have mental health disabilities

Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customer may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

*Tips:*

- ☺ Treat a person with a mental health disability with the same respect and consideration you have for everyone else
- ☺ Be confident, calm and reassuring
- ☺ If a customer appears to be in crisis, ask them to tell you the best way to help

People who have intellectual/developmental disabilities

Developmental or intellectual disabilities, such as Down syndrome, can limit a person's ability to learn, communicate, do every day physical activities and live independently. You may not know that someone has this disability unless you are told.

*Tips:*

- ☺ Don't make assumptions about what a person can do
- ☺ Use plain language
- ☺ Provide one person of information at a time

How to interact with people who use assistive devices

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating or lifting. Personal assistive devices can include things like wheelchairs, hearing aids, white canes or speech amplification devices.

*Tips:*

- ☺ Don't touch or handle any assistive device without permission
- ☺ Don't move assistive devices or equipment, such as canes and walkers, out of your customer's reach
- ☺ Let your customer know about accessible features in the immediate environment that are appropriate to their needs. (e.g., public phones with TTY service, accessible washrooms, etc.)

How to interact with people with disabilities who require the assistance of a guide dog or other service animal

People with vision loss may use a guide dog, but there are other type of service animals as well. Hearing alert animals help people who are Deaf, deafened, oral deaf or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Under the standard, you are required to allow service animals on the parts of your premises that are open to the public or to other third parties, unless the animal is otherwise excluded by law. You may ask a person for a letter from a physician or nurse verifying that their animal is required for reasons relating to their disability if it is not readily apparent.

*Tips:*

- ☺ Remember that a service animal is not a pet. It is a working animal
- ☺ Avoid touching or addressing service animals they are working and have to pay attention at all times
- ☺ Avoid making assumptions about the animal. If you're not sure if the animal is a pet or a service animal, ask your customer
- ☺

For more information visit

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerservice/trainingResourcesAODA/unit6.aspx>

How to interact with people with disabilities who require the assistance of a support person

Some people with disabilities may be accompanied by a support person, such as an intervenor. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help your customer with a variety of things from communicating, to helping with mobility, personal care or medical needs

According to the standard, a support person must be allowed to accompany an individual with a disability to any part of your premises that is open to the public or to third parties.

*Tips:*

- ☺ If you're not sure which person is the customer, take your lead from the person using or requesting goods or services, or simply ask
- ☺ Speak directly to your customer, not to their support person

What to do if a person with a disability is having difficulty accessing your goods or services

If you notice your customer is having difficulty accessing your goods or services, a good starting point is to simply ask how you can best help. Remember that your customers are your best source for information about their needs. The solution can be simple and they will likely appreciate your attention and consideration.

**Issue Date: October 21, 2015**  
**Reviewed Date: May 5, 2019**

Please use the link below to complete the online training for Customer Service Serve-Ability: Transforming Ontario's

Customer Service

[www.mcass.gov.on.ca/mcass/serve-ability/splash.html](http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html)

## PART 2: ACCESSIBILITY POLICY

### Emergency Procedures Plans and information

K-Dental shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports in a timely manner.

#### Emergency Plan:

In case of an emergency please follow these guidelines to keep your team and yourself safe. Each area has a department head. If the department head is absent the assigned designate will take over their responsibilities in case of an emergency. There are different types of emergency situations, each one requiring a specific appropriate response. In most cases someone will be responsible for calling 9-1-1. It is everyone's responsibility to safely exit the building. Familiarize yourself with the work sections and who the department heads are. Depending on the emergency one of the Safety Committee members or a staff member will page the facility twice to announce the emergency.

It is everyone's responsibility to exit the building immediately through the nearest exit available. All employees are responsible to familiarize themselves with all exits of the building. Fire extinguishers are clearly marked in the warehouse and are mounted on walls in the admin offices.

The designated meet spot after exiting the building, is the center court by the picnic benches to the east of our building. Each department head must have their staff list handy in order to do a head count. Admin at reception must have a visitors list with them in order to do a head count. Upon arrival department heads will do a head count; so, it is important that we all stay with our designated groups. If anyone is missing, a safety committee member will inform the emergency responders immediately. Under NO circumstances re-enter the building.

If there is a person with a disability, an emergency response plan will be developed with them to determine any accommodations they require to assist them in emergency situations. There will be two designated people to assist the person with a disability in case of an emergency. These people will be made aware of the plan and take part in developing it so that everyone is comfortable in their roles.

It is the responsibility of the Safety Committee to regularly review and update all information regarding Emergency Procedures, Plans and Information. The safety committee meets a minimum of once every three months and consists of:

1. Mark DeSouza - Chair – Certified Manager Member
2. Nancy Larkin – Co-Chair – Certified Worker Member
3. Mel Dizon – Worker Member
4. Cipriano Pereira – Worker Member

## EMERGENCY ACTION PLAN

Facility Name: K-Dental Inc.

Facility Address: 750 Cochrane Drive

DATE PREPARED: 9/26/2016

### **EMERGENCY PERSONNEL NAMES AND PHONE NUMBERS**

DESIGNATED RESPONSIBLE OFFICIAL at K-Dental site:

Mark DeSouza & Norma Smith

Name: Mark DeSouza Phone: (416) 293-8365 ext. 249

Name: Norma Smith Phone: (416) 293-8365 ext. 248

#### EMERGENCY TEAM LEADERS:

Section 1 Name: Tom Pizio Phone: 416 293-8365 ext. 264

Section 2 Name: Norma Smith Phone: 416 293-8365 ext. 248

Section 3 Name: Raz Nevasartian Phone: 416 293-8365 ext. 238

Section 4 Name: Minia Freeman Phone: 416 293-8365 ext. 250

Section 5 Name: Joe Vesia Phone: 416 293-8365 ext. 232

Section 6 Name: Mark DeSouza Phone: 416 293-8365 ext. 249

#### BACKUP DESIGNATES:

Section 1 Name: Marina Mara Phone: 416 293-8365 ext. 251

Section 2 Name: Mel Dizon Phone: 416 293-8365 ext. 221

Section 3 Name: Keiko Mizutani Phone: 416 293-8365 ext. 238

Section 4 Name: Nancy Larkin Phone: 416 293-8365 ext. 259

Section 5 Name: Peter Eskander Phone: 416 293-8365 ext. 247

Section 6 Name: Mien Trinh Phone: 416 293-8365 ext. 228

#### ASSISTANTS TO PHYSICALLY CHALLENGED (If applicable):

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## EVACUATION ROUTES

- ☐ Evacuation route maps have been posted in each work area. The following information is marked on evacuation maps:
  1. Emergency exits
  2. Primary and secondary evacuation routes
  3. Locations of fire extinguishers
  4. Fire alarm pull stations' location
  5. Assembly points
  
- ☐ Site personnel should know at least two evacuation routes.

## EMERGENCY PHONE NUMBERS

**\*\*In all emergency situations call 9-1-1\*\***

### **BUILDING MANAGER**

Kevric Real Estate Corporation Inc.: Peter Lentinello (General Manager)

Tel: 416-296-2926

Email: [P.Lentinello@kevrinc.ca](mailto:P.Lentinello@kevrinc.ca)

### UTILITY COMPANY EMERGENCY CONTACTS

ELECTRIC: \_\_\_\_\_

WATER: \_\_\_\_\_

GAS: \_\_\_\_\_

TELEPHONE COMPANY: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## EMERGENCY REPORTING AND EVACUATION PROCEDURES

Types of emergencies to be reported by site personnel are:

- ☐ MEDICAL
- ☐ FIRE
- ☐ SEVERE WEATHER
- ☐ BOMB THREAT
- ☐ CHEMICAL SPILL
- ☐ STRUCTURE CLIMBING/DESCENDING
- ☐ EXTENDED POWER LOSS
- ☐ OTHER (specify) \_\_\_\_\_  
(e.g., terrorist attack/hostage taking)

## MEDICAL EMERGENCY

- ☞ Call medical emergency phone number (9-1-1):
  - Paramedics
  - Ambulance
  - Fire Department
  - Other

Provide the following information:

- a. Nature of medical emergency,
  - b. Location of the emergency (address, building, room number),  
and
  - c. Your name and phone number from which you are calling.
- ☞ Do not move victim unless absolutely necessary.
  - ☞ Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help:

Name: Mark DeSouza Phone: 416 293-8365 ext. 249

Name: Norma Smith Phone: 416 293-8365 ext 248

Name: Mel Dizon Phone: 416 293-8365 ext 221

- ☞ If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
  1. Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids)
  2. Clear the air passages using the Heimlich Maneuver in case of choking.
- ☞ In case of rendering assistance to personnel exposed to hazardous materials, consult the Safety Data Sheet (SDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## FIRE EMERGENCY

*When fire is discovered:*

- ☺ Activate the nearest fire alarm (if installed)
- ☺ Notify the local Fire Department by calling 9-1-1
- ☺ If the fire alarm is not available, notify the site personnel about the fire emergency by the following means (check applicable):
  - ☺ Phone Paging: all sets

*Fight the fire ONLY if:*

- ☺ The Fire Department has been notified.
- ☺ The fire is small and is not spreading to other areas
- ☺ Escaping the area is possible by backing up to the nearest exit.
- ☺ The fire extinguisher is in working condition and personnel are trained to use it.

*Upon being notified about the fire emergency, occupants must:*

- ☺ Leave the building using the designated escape routes.
- ☺ Assemble in the designated area center court by the picnic benches to the east of our building.
- ☺ Remain outside until the competent authority announces that it is safe to re-enter.

*Designated Official, Emergency Coordinator or supervisors must:*

- ☺ Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
  - ☺ Coordinate an orderly evacuation of personnel.
  - ☺ Perform an accurate head count of personnel reported to the designated area.
  - ☺ Determine a rescue method to locate missing personnel.
  - ☺ Provide the Fire Department personnel with the necessary information about the facility.
  - ☺ Perform assessment and coordinate weather forecast office emergency closing procedures
- Area/Floor Monitors must:*
- ☺ Ensure that all employees have evacuated the area/floor.
  - ☺ Report any problems to the Emergency Coordinator at the assembly area.
- Assistants to Physically Challenged should:*
- ☺ Assist all physically challenged employees in emergency evacuation.

Date \_\_\_/\_\_\_/\_\_\_

## EXTENDED POWER LOSS

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- ⊘ Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- ⊘ Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.
  - o Fire sprinkler system
  - o Standpipes
  - o Potable water lines
  - o Toilets
- ⊘ Add propylene-glycol to drains to prevent traps from freezing
- ⊘ Equipment that contain fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

### Upon Restoration of heat and power:

- ⊘ Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- ⊘ Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

## CHEMICAL SPILL

The following are the locations of:

Spill Containment and Security Equipment: West side of Warehouse Dock #20

Personal Protective Equipment (PPE): West Door Dock 21 (close to receiving)

SDS: Warehouse Managers Office

*When a Large Chemical Spill has occurred:*

- ☺ Immediately notify the designated official and Emergency Coordinator.
- ☺ Contain the spill with available equipment (e.g., pads, booms, absorbent powder, etc.)
- ☺ Secure the area and alert other site personnel.
- ☺ Do not attempt to clean the spill unless trained to do so.
- ☺ Attend to injured personnel and call the medical emergency number, if required.
- ☺ Call a local spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical (e.g., mercury) spill cleanup.

Name of Spill Cleanup Company: C.L.E.A.N.

Phone Number: 905 880-3244

- ☺ Evacuate building as necessary

*When a Small Chemical Spill has occurred:*

- ☺ Notify the Emergency Coordinator and/or Manager Mark DeSouza
- ☺ If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
- ☺ Deal with the spill in accordance with the instructions described in the SDS.
- ☺ Small spills must be handled in a safe manner, while wearing the proper PPE.
- ☺ Review the general spill cleanup procedures.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN, DO NOT INTERRUPT THE CALLER.

YOUR NAME: \_\_\_\_\_ TIME: \_\_\_\_\_  
DATE: \_\_\_\_\_

CALLER'S IDENTITY SEX: Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_

APPROXIMATE AGE: \_\_\_\_\_

ORIGIN OF CALL: Local \_\_\_\_\_ Long Distance \_\_\_\_\_

VOICE CHARACTERISTICS		SPEECH		USAGE	
___ Loud	___ Soft	___ Fast	___ Slow		
___ Excelent	___ Good				
___ High Pitch	___ Deep	___ Distinct	___ Distorted	___ Fair	
___ Poor					
___ Raspy	___ Pleasant	___ Stutter	___ Nasal	___ Foul	
___ Other					
___ Intoxicated	___ Other	___ Slurred	___ Other		
ACCENT		MANNER		BACKGROUND	
NOISES				___ Factory	___ Trains
___ Local	___ Not Local	___ Calm	___ Angry	Machines	___ Animals
___ Foreign	___ Region	___ Rational	___ Irrational	___ Music	___ Quiet
___ Race		___ Coherent	___ Incoherent	___ Office	
___ Voices					
		___ Deliberate	___ Emotional	___ Machines	___ Airplanes
		___ Righteous	___ Laughing	___ Street	___ Party
				___ Traffic	___ Atmosphere

### BOMB FACTS

PRETEND DIFFICULTY HEARING – KEEP CALLER TALKING – IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off? Certain Hour \_\_\_\_\_ Time Remaining \_\_\_\_\_

Where is it located? Building \_\_\_\_\_ Area \_\_\_\_\_

What kind of bomb? \_\_\_\_\_

What kind of package: \_\_\_\_\_

How do you know so much about the bomb? \_\_\_\_\_

What is your name and address?  
\_\_\_\_\_

If building is occupied, inform caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line.

Choose same line and dial \*57 (if your phone system has this capability). Listen for the confirmation announcement and hang up.

Call Security at \_\_\_\_\_ and relay information about call.

Did the caller appear familiar with plant or building (by his/her description of the bomb location)? Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.

Notify your supervisor immediately.

## SEVERE WEATHER AND NATURAL DISASTERS

### Tornado:

- ☞ When a warning is issued by sirens or other means, seek inside shelter. Consider the following:
  - / Small interior rooms on the lowest floor and without windows,
  - / Hallways on the lowest floor away from doors and windows, and
  - / Rooms constructed with reinforced concrete, brick, or block with no windows.
- ☞ Stay away from outside walls and windows.
- ☞ Use arms to protect head and neck.
- ☞ Remain sheltered until the tornado threat is announced to be over.

### Earthquake:

- ☞ Stay calm and await instructions from the Emergency Coordinator or the designated official.
- ☞ Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- ☞ Assist people with disabilities in finding a safe place.
- ☞ Evacuate as instructed by the Emergency Coordinator and/or the designated official.

### Flood:

#### If indoors:

- ☞ Be Ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
- ☞ Follow the recommended primary or secondary evacuation routes.

#### If outdoors:

- ☞ Climb to high ground and stay there.
- ☞ Avoid walking or driving through flood water.
- ☞ If car stalls, abandon it immediately and climb to a higher ground.

Blizzard:

If indoors:

- ⊖ Stay calm and await instructions from the Emergency Coordinator or the designated official.
- ⊖ Stay indoors!
- ⊖ If there is no heat:
  - / Close off unneeded rooms or areas.
  - / Stuff towels or rags in cracks under doors.
  - / Cover windows at night.
- ⊖ Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- ⊖ Wear layers of loos-fitting, light-weight, warm clothing, if available.

If outdoors:

- ⊖ Find a dry shelter. Cover all exposed parts of the body.
- ⊖ If shelter is not available:
  - / Prepare a lean-to, wind break, or snow cave for protection from the wind.
  - / Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
  - / Do not eat snow. It will lower your body temperature. Melt it first.

If stranded in a car or truck:

- ⊖ Stay in the vehicle!
- ⊖ Run the motor about ten minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- ⊖ Make yourself visible to rescuers.
  - / Turn on the dome light at night when running the engine.

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- / Tie a colored cloth to your antenna or door.
- / Raise the hood after the snow stops falling.
- . Exercise to keep blood circulating and to keep warm.

## TRAINING

The following personnel have been trained to ensure a safe and orderly emergency evacuation of other employees:

Facility:

Name	Title	Telephone	Responsibility
Tom Pizio	Sales Manager	416 293-8365X264	Section 1
Norma Smith	Administration Manager	416 293-8365X248	Section 2
Raz Nevasartian	Design Specialist	416 293-8365X238	Section 3
Minia Freeman	Customer Service Manager	416 293-8365X250	Section 4
Joe Vesia	Service Manager	416 293-8365X232	Section 5
Mark DeSouza	Warehouse Manager	416 293-8365X249	Section 6

## PART 2: ACCESSIBILITY POLICY

### Feedback, Employee Information, Other Public Information & Communications Policies

K-Dental will 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. We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

#### Feedback

Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected by phone or by e-mail and directed to the appropriate department manager. Feedback shall be accepted in accessible formats and with other communication supports as required.

#### Accessible Formats and Communication Supports for Employee

Upon an employee's request, K-Dental shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a. Information that is needed in order to perform the employee's job
- b. Information that is generally available to employees in the workplace; and
- c. Information about emergency procedures
- d.

K-Dental will consult with the employee making the request in determining the suitability of an accessible format or communication support.

#### Application (for use of Employees and Public)

This procedure applies to both the public and K-Dental employees, volunteers and other persons or organizations that provide goods, or services to the public or other third parties on behalf of K-Dental, in accordance with the Integrated Accessibility Regulation developed under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, S.O.2005, c.11. and in support of K-Dental's Accessibility Policy.

The procedures apply to all materials and communications produced by K-Dental for release to the public whether produced in house or on behalf of K-Dental. It does not apply to unconvertible information and information that K-Dental does not control directly or indirectly through a contractual relationship.

Each publication should be produced in such a way as to reduce barriers in the original document. Adaptation to another format can be accommodated easily and quickly when accessibility is required.

## PART 2: ACCESSIBILITY POLICY

### Procedure Description

#### Notification

K-Dental will advise the public of the availability of accessible formats and communications supports.

K-Dental will include:

The line "Accessible formats and communication supports are available, upon request," is placed at the bottom front page of the website;

#### Processing Requests

Requests for an accessible format or communication support can be received by staff in person, by phone or by electronic formats such as emails or service requests. Upon receipt of a request, staff will complete the Request Form for Accessible Documents which is forwarded to the appropriate department manager for record keeping purposes. The request is to be responded to by the appropriate operational staff. Upon request a form will be sent to you to complete.

All K-Dental staff shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

#### Timeframe

The timeframe for the conversion process of a document into an accessible format, or the provision of a communication support, can vary depending on the media chosen, the size, complexity, quality of source documents, and the number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.

#### Cost of Conversion

When a member of the public requests a K-Dental document in an accessible format or information with a communication support, the department of origin is responsible for the cost of conversion, materials and distribution of information.

Once the appropriate format or support is determined with the requestor, staff shall provide or arrange for the provision of the accessible formats and/or communication support for persons with disabilities.

If a staff member determines that information is unconvertible, they shall, in consultation with their manager, provide the person requesting the information or communication with:

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- a. a written explanation as to why the information or communications are unconvertible;  
and,
- b. a summary of the unconvertible information or communication.

## **PART 2: ACCESSIBILITY POLICY**

Department Managers are available for consultation to help determine if information can be converted.

### **Monitoring/Contraventions**

Supervisors and managers shall monitor current practices to ensure compliance.

Failure to comply with the AODA regulations can result in Provincial administrative penalties and failure to comply with this procedure may result in disciplinary action, up to and including dismissal.

## Request Form for Accessible Documents

### Personal Information

. First Name: \_\_\_\_\_

. Last Name: \_\_\_\_\_

### Address

Street Number: \_\_\_\_\_

Street name: \_\_\_\_\_

Unit/Apt./Suite: \_\_\_\_\_

City: \_\_\_\_\_

Postal Code: \_\_\_\_\_

. Home Phone Number: \_\_\_\_\_

. E-Mail Address: \_\_\_\_\_

### Document Information

Name of Document: \_\_\_\_\_

### Language Requested

. Please Select One

\_\_\_\_\_ English

\_\_\_\_\_ French

Please indicate any specific technical needs.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date you require this information by: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_

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## PART 2: ACCESSIBILITY POLICY

### Hiring and Employment Practices

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

### Recruitment Accessibility Notification

K-Dental welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

### Notice to Successful Applicants

K-Dental has an accommodation process in place that provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact your immediate Manager. This ensures that the appropriate accommodations are in place before you begin your employment.

### Notice to Staff About Policies for Supporting Employees with Disabilities

It is the policy of this organization to ensure that job accommodations are provided for employees with disabilities. Please contact your manager if you would like to discuss accommodations.

K-Dental will consider the needs of our employees with disabilities when we:

- ☐ Hold formal or informal performance reviews
- ☐ Promote or move them to a new job

K-Dental will tell all employees about our accessibility policies on hiring and any time we change the policy. We may use the following forms of communication:

- ☐ Newsletters
- ☐ Emails
- ☐ Memos
- ☐ Bulletin boards
- ☐ Staff meetings
- ☐ One-on-one conversations
- ☐ Front Entrance of K-Dental foyer

## PART 2: ACCESSIBILITY POLICY

### Process for Creating and Developing an Accommodation Plan

#### Step 1: Recognize the need for accommodation

- ☐ Requested by employee or identified by employer

#### Step 2: Gather relevant information and assess needs

- ☐ Employee is an active participant in this step
- ☐ Employer may ask for a functional capacity assessment, at employer's expense
- ☐ Employee and employer explore a range of specific and universal accommodations to find most appropriate measure (an external expert may be involved)
- ☐ If accommodation denied, the reason is provided.

#### Step 3: Write a formal individual accommodation plan

Accommodation details are written down in a formal plan, including:

- ☐ Accessible formats and communication support, if requested
- ☐ Workplace emergency response information, if required
- ☐ Any other accommodation that is to be provided

#### Step 4: Implement, monitor, and review accommodation plan

- ☐ Employee and manager monitor the accommodation to ensure that it has effectively met the need
- ☐ Formal reviews are conducted at predetermined intervals
- ☐ The accommodation plan is reviewed if the employee's work location or position changes
- ☐ The accommodation is reviewed if the nature of the employee's disability changes

If Accommodation is no longer appropriate, return to step 2

Print and complete the form below to document an employee's individual accommodation plan.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Title/Department: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Limitations	Job-Related Tasks/ Activities Affected By Limitations	Is this an essential job requirement?

Sources of expert input into accommodation plan (e.g., HR Manager, family, doctor, specialists):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Accommodation measures to be implemented from \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_  
dd/ mm/yy dd/mm/yy

If no end date is expected, the next review of this accommodation plan will occur on  
\_\_\_\_/\_\_\_\_/\_\_\_\_.

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dd/mm/yy

(It is recommended that the accommodation measure(s) be reviewed annually, at a minimum.)

Description of Accommodation Measure(s):

List job requirements accommodation And related tasks that strategies/tools have Require accommodation selected to facilitate	What are the objectives of the accommodation (i.e. what must the accommodation do in Order to be successful?	What been this task/activity?

Roles and Responsibilities

Outstanding Actions to Implement Accommodation	Assigned To	Due Date

Employee's Signature  
Signature

Manager's

## PART 2: ACCESSIBILITY POLICY

### Return to Work Processes

If an employee's injury or illness is covered by the return to work provision of the Workplace Safety and Insurance Act, 1997, this does not apply.

#### Step 1: Initiate the return to work process

You and the employee with a disability should work together to use the return to work process successfully. It may be beneficial to appoint a return to work coordinator to oversee the process, though this is not required.

#### Step 2: Make and maintain contact with the employee on leave

While the employee is on leave, you may want to maintain occasional contact, with their consent. This will help you and the employee to assess the conditions for their return to work, as well as address other concerns. This step ensures that both parties have a good understanding of the accommodations that may be required.

#### Step 3: Develop a return to work plan

When assessing the employee's condition in preparation for their return, you and the employee can get a doctor to fill out a capability assessment form to clarify what the employee needs. Other people that may be a part of the return to work process include:

- ⊖ Front line managers
- ⊖ Insurance provider representatives
- ⊖ Union representative

The employee, the manager, the return to work coordinator (if there is one) and any others (if needed) should develop a formal Return to Work Plan that is included in the employee's accommodation plan.

#### Step 4: Monitor and evaluate the return to work process

Once the plan is in place and the employee has returned to work, there should be follow-up conversations to ensure the appropriate accommodations have been made.

(See Section 2 & 3 Template for more information)

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This template can be used to document the return to work plan and can then be added to the employee's individual accommodation plan, if applicable.

Employee Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Job Title: \_\_\_\_\_ Earnings: \_\_\_\_\_

Goal of Return to Work Process: \_\_\_\_\_

Week	Functional Limitations	Work Days per Week	Work	Job Tasks Hours per Day	Accommodation	Safety Considerations
Week 1						
Week 2						
Week 3						
Week 4						

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Does the return to work process involve a temporary assignment to a different position?

- Yes (Please answer the questions below.)
- No

What is the new position?

---

Length of assignment (if known):

---

What training is required?

---

What safety precautions are being taken during training?

---

---

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Manager's Signature

\_\_\_\_\_  
Date

## PART 2: ACCESSIBILITY POLICY

### Performance Management, Career Development and Job Changes

#### Career Development

If K-Dental offers an employee with a disability the opportunity for advancement, then we must provide the accommodations needed to help them succeed.

##### Tips

- ☺ Make sure training and development programs, mentoring and employee resource groups are accessible to people with disabilities.

#### Job Changes

If K-Dental reassign or redeploy employees as an alternative to layoffs, we must take the needs of employees with disabilities into account.

We will make sure that we transfer the employee's accommodation plan and supports upon reassignment.

##### Tips

- ☺ Use the employee's accommodation plan to select a new job that would suit them
- ☺ When the employee arrives at the new position, review their accommodation plan to make sure that they can function at full capacity without any delays.