

<b>RIDEAU COMMUNITY HEALTH SERVICES POLICIES AND PROCEDURES</b>		<b>NUMBER: GEN 226</b>
		<b>TYPE: GENERAL</b>
Policy Owner:	Chief Executive Officer	<b>DEVELOPED ON: DECEMBER 2019</b>
Approved by:	Leadership Team	
Reviewed:	Dec 2019	
Revised:		

## **TRAINING FOR ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)**

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### **Policy**

All staff, volunteers, students and Board Directors of the Centre will receive training and orientation to the AODA Integrated Accessibility Standards, the Ontario Human Rights Code and AODA policies, procedures, and practices governing the provision of goods and services to persons with disabilities. This training will be provided on orientation and updated annually. The training will also be provided on an ongoing basis in connection with any changes to policies, procedures, and practices.

### **Procedure**

1. Training will be provided to staff based on the position's job requirements.
2. Training will be provided to volunteers.
3. Training will be provided to people developing our organization's training policies.
4. Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.
5. RCHS will keep records of the training provided, including dates training is provided and the number of persons trained.
6. For every new hire, training will be provided on orientation to their duties.
7. Training will include the following:
  - a. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
  - b. The requirements of the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code;
  - c. How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
  - d. How to interact and communicate with persons in a manner that takes into account their disabilities;
  - e. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person to access goods or services;

- f. How to use equipment or devices available on RCHS premises or provided by RCHS that may help with the provision of goods and services to persons with disabilities;
- g. What to do if a person with a disability is having difficulty accessing the RCHS' goods and services;
- h. Information on other policies, practices and procedures dealing with the AODA;
- i. The process for people to provide feedback about its provision of goods and services to persons with disabilities and how we respond to the feedback and actions taken on any complaint.

**Associated Policies**

GEN 216 Accessibility