

**OTTAWA-CARLETON LIFESKILLS (OCL)
ACCESSIBILITY PLAN and COMPLIANCE with the
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) 2005**

SUPPORTING POLICY STATEMENT and PROCEDURE # 11

SUBJECT: TRAINING

Organizations must ensure that all employees, (students, volunteers, other parties as applicable) are trained on:

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, the requirements of the Accessibility Standards for Customer Service and the Human Rights Code.
- b) Information regarding OCL's policies, procedures and practices relating to the customer service standards.
- c) How to interact and communicate with people with various types of disabilities.
- d) What to do if a person with a particular type of disability is having difficulty accessing goods or services.
- e) How to interact with people with disabilities who use an assistive device, service animal or support person.
- f) How to use equipment or assistive devices that may be available at OCL.

The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

Upon request, this Supporting Policy Statement and Procedure is available in accessible formats and communication supports.

PROCEDURES

TRAINING:

- a) OCL will provide training to all employees, students, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approvals of customer service policies, procedures and practices. Training will be provided as soon as practicable.
- b) OCL will provide training to staff (students and volunteers as applicable) on the requirements under:
 - 1. Accessibility for Ontarians with Disabilities Act (AODA), 2005
 - 2. Accessibility Standards of Customer Service: Ontario Regulation 429/07
 - 3. Integrated Accessibility Standards: Ontario Regulation 191/11
 - 4. Ontario Human Rights Act, 2001
 - 5. OCL's Accessibility policy B-12

6. OCL Statements and corresponding Procedures.
 7. How to interact and communicate with anyone who has accessibility needs and with those who use assistive devices or require the assistance of a service animal or a support companion.
 8. As applicable, on how to use equipment or devices (ie: TTY, wheelchairs, lifts, etc.) that may be available on OCL's premises.
 9. What to do if someone who has accessibility needs is having difficulty in accessing OCL's services.
- c) Training may encompass various formats such as on-line, classroom, one-on-one or other training. Students and volunteers will be trained as applicable.
 - d) All training for new employees must be completed by the end of their probationary period.
 - e) Current employees who assume new job responsibilities that include interaction with the public will be trained as soon as practicable and within the first 40 hours after commencing these new job responsibilities.
 - f) Training will be on-going when changes are made to applicable policies, procedures and practices. All trainings will be documented with date, time, trainer and attendees. If a quiz or test is given, it will also be retained in Human Resources.
 - g) Upon request, training will employ accessible formats and communication supports wherever possible and practicable.