



Anishinabek Family Care  
Human Resource Policy & Procedures Manual

Section 11 Accessibility for Ontarians with Disabilities	
Policy Title: <b>Accessibility Training</b>	Approval Date: July 2015; February 2020
Policy No: <b>11.09</b>	Review Date: February 2020

**POLICY**

Dilico will provide training to employees on Ontario's accessibility laws and on the Human Right's Code as it relates to people with disabilities.

- Training will be provided in a way that best suits the duties of the employees.
- All new employees will be trained during their initial Human Resource orientation via online AODA training module.
- Training will be provided on an ongoing basis when changes are made to these policies, practices and procedures.
- A record of training will be kept for administration purposes. The record will include dates and names of who received the training.

The content of the training will include, but is not limited to the following:

- a) a review of the purposes of the AODA;
- b) a review of the requirements of the Customer Service Standard (Ont. Reg. 429/07);
- c) instruction on how to interact and communicate with people with disabilities, recognizing that different types of disabilities will require different forms of communication;
- d) instruction on how to interact with people with disabilities who require the assistance of assistive devices, service animals and/or support persons;
- e) instruction on how to use equipment or assistive devices available at Dilico;
- f) what to do if a person with a disability is having difficulty accessing Dilico services and/or facilities;



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g) a review of policies and procedures relating to the provision of goods and services to people with disabilities;

**PROCEDURES**

1. All employees and student placements receive sensitivity training which includes components on the following accessibility-related areas:

- The purposes of the AODA and the requirements of the Customer Service Standard
- Communication
- Assistive Devices
- Services Animals
- Support Persons
- Feedback Process

2. Employees and student placements are required to review all relevant policies and procedures on a regular basis.

RELATED FORMS AND POLICIES
1. #11.01 Customer Service Standard
2. #11.02 Accessibility Plan