

TRAINING - ACCESSIBILITY

POLICY

CMH will provide training about the provisions of its services to persons with disabilities. All CMH employees, volunteers, contractors, and physicians, who deal with the public, will receive Accessibility training within three months of beginning their duties. CMH will provide ongoing training in regard to changes in its policies, practices or procedures. CMH will keep records of the training provided, including dates training is provided and the number of persons trained.

CMH will ensure that every person who deals with members of the public or other third parties on behalf of the Hospital shall be trained on providing customer service to people with disabilities pursuant to the Accessibility for Ontarians Disabilities Act, 2005 (AODA) and the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

Personnel responsible for the development of policies, practices and procedures regarding the provision of goods or services to the public or other third parties will receive Accessibility training.

Accessibility training will include:

1. How to provide services in a manner that respects the dignity and independence of persons with disabilities.
2. A review of the AODA and the requirements of the Customer Service Standard.
3. How to interact and communicate with persons in a manner that takes into account their disabilities.
4. How to interact with a person with disabilities who require the use of an assistive device, service animal or support person.
5. How to use equipment or devices available at CMH.
6. What to do if a person with a disability is having difficulty accessing the services provided by CMH.
7. The Ontario Human Rights Code.

Approved: Administration
Date: Mar 2010, May 2013 (r)