

PROCEDURE: AODA-009

Training

Policy

It is the policy of OCAPDD to train all employees who deal with members of the public or other third parties on providing customer service to people with disabilities.

This includes employees and contractors or others who could reasonably be expected to interact with the public on our behalf or influence the development of policies, procedures and practices.

Purpose

The purpose of this policy is to:

- Identify who needs to receive training
- List the content of the training
- Outline the timing of training for current and new employees
- Describe the formats of training
- Outline the process for keeping a record of training.

Procedures

Who Requires Training?

All employees who deal with members of the public or other third parties and all employees who participate in developing/have influence over our policies, practices and procedures on providing customer service to people with disabilities require training under O. Reg 429/07. This includes (but is not limited to) employees in the following areas:

- All direct care employees
- All outreach employees
- Administration employees
- Supervisors
- Managers
- Directors/Executive Director
- Board of Directors
- Students
- Volunteers
- Contractors

Content of Training

Training will include the following:

- Review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard, O. Reg 429/07 which include:
 - Policies, practices and procedures
 - Key principles
 - Independence
 - Dignity
 - Integration
 - Equality of Opportunity
 - Assistive Devices
 - Communication
 - Service animals
 - Support persons
 - Admission for support persons
 - Service disruptions
 - Train employees
 - Feedback

Timing of Training

Training must be provided to all current employees. For any new employees, training will be provided during agency General Orientation and/or when practical after they are assigned applicable duties.

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Record of Training

OCAPDD will keep a record of all training provided under the AODA and O. Reg 429/07 including the dates on which the training was provided and the participants present.