

Subject: Staff Training on Accessible Customer Service	Doc ID #: ADM-AODA-IAS-05
Manual: Administration <i>ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT 2025</i>	Printed copy is not a controlled document. Electronic document is the most current version. Accessible formats available upon request
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Reviewed by: DQRSS	Next review date: September 1, 2025
Approved by: CEO	Approved Date: September 1, 2023

1. PURPOSE:

This policy is intended to meet the requirements for staff training on the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards 191/11 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided with equal opportunities and standards of service.

2. SCOPE:

This policy applies to ALL Red Lake Margaret Cochenour Memorial Hospital's Employees, Board Members, students, volunteers, contractors and affiliates.

3. POLICY/PROCEDURE/STANDARD:

POLICY:

The Red Lake Margaret Cochenour Memorial Hospital is:

- Committed to promoting, providing and maintaining an environment where respect and dignity is demonstrated at all times for patients with disabilities.
- Will provide training on accessible customer service to all employees, volunteers, students, agents, and others who deal with the public on behalf of the RLMCMH including those who are involved in the development and approval of policies, practices, and procedures that deal with the provision of goods and services to the public or other third parties in keeping with the requirements of Ontario Regulation 429/07.

PROCEDURE:

All Red Lake Margaret Cochenour Memorial Hospital (RLMCMH) staff members and volunteers will receive training on the following topics:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the Accessibility Standards for Customer Service
- How to interact and communicate with people with various types of disabilities

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the assistive devices available at the RLMCMH for use by people with disabilities
- What to do if a person with a disability is having difficulty in accessing RLMCMH's goods and services
- RLMCMH's customer service policies, practices, and procedures relating to the provision of goods and services to the persons with disabilities.
- Training of staff is to be at time of hire during orientation, ongoing with refreshers provided in Mandatory Training and when there are changes to policies, practices, and procedures dealing with the provision of goods and services to the people with a disability public. Training will be provided through handouts, mandatory online modules, in a classroom setting, or other formats.
- The training content may vary depending on who is receiving the training, the nature of the services provided and on the individual Departmental requirements.
- The RLMCMH will keep records of training that include the dates of the training and the names of the people receiving the training.

4. RESOURCES:

Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Accessibility for Ontarians with Disabilities Act, 2005 ONTARIO REGULATION 191/11

Integrated Accessibility Standards <https://www.ontario.ca/laws/regulation/110191?search=accessibility>