

SANTÉ MANITOUWADGE HEALTH POLICY AND PROCEDURE MANUAL		
DEPARTMENT:	ORGANIZATION	POLICY/PROCEDURE NO.: IV-262
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SUBJECT:	ACCESSIBILITY – AODA/IASR TRAINING	REVIEWED DATES: 07 09 2015, 08 17, 15 10 2019
APPROVAL:	BOARD OF DIRECTORS	PAGE: 1 OF 2

Policy Statement

Santé Manitouwadge Health (SMH) will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

All staff and volunteers are required to complete the AODA on-line education through e-learning, on-line, paper based or any other means available during orientation.

Training for AODA will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training for IASR (Integrated Accessibility Standards Regulation)

All staff and volunteers are required to complete the following IASR education through e-learning, on-line, paper based or any other means available during orientation during orientation.

- Applying Human Rights Principles – certificate version

www.ohrc.on.ca/en/learning/working-together-code-and-aoda

www.ohrc.on.ca/fr/apprentissage/travailler-ensemble%C2%A0-le-code-des-droits-de-la-personne-de-lontario-et-la-lapho

Individuals in the following positions will be further trained on the use of select assistive devices pertinent to their position:

Reception Staff and Patient Services Providers

This training will be provided within three months after staffs commences their duties

- How to use wheelchairs, assistive communications devices or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty accessing SMH's goods and services
- All staff will be made aware of the Accessibility Advisory Committee members and contact information

Questions About This Policy

- This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the area of Employment Training. Questions about this policy, or if the purpose of this policy is not understood, an explanation should be provided by, or referred to the Chair of Accessibility Advisory Committee of Manitouwadge General Hospital.