



## Policy & Procedures

Section: 3.0 Human Resources

Policy: Accessibility Training Policy

By-Law: 2009-101, 2016-97

Date: 19 October 2009

Revision: 17 October 2016

### Coverage:

This policy shall apply to all employees, contractors and volunteers of the Township of Huron-Kinloss.

### Policy Statement:

The Township of Huron-Kinloss is committed and guided by the four core principles of dignity, independence, integration and equal opportunity and supports the full inclusion of persons as set out in Canadian Charter of Rights and Freedoms and the Accessibility for Ontarians with Disabilities Act, 2005 as amended.

The Township of Huron-Kinloss shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

### Legislative Authority:

*Accessibility For Ontarians With Disabilities Act, 2005* as amended (AODA), Human Rights Code, R.S.O. 1990, Chapter H.19, Canadian Charter of Rights and Freedoms

### Contents:

All training shall include the requirements of meeting the accessibility standards and the Human Rights Code as it pertains to persons with disabilities. Training will be carried out in such a manner that respects the differences of the person with disabilities as relating to an employees' duties. Therefore different levels of training shall be provided. Training shall be provided as soon as practicable after being assigned their duties. A record of training required under Section 7 of the AODA will be maintained including the names of the participants, date of training and type of training provided. This document is available upon request. All persons shall be provided training on the Information and Communication Standard, Employment Standard, Transportation Standard, Design of Public Spaces Standard and the Customer Service Standard as applicable to their position. Specifically to meet the requirements of Section 80.49 of the AODA with respect to Customer Service, said training shall include:

- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person

- How to use the equipment or devices available on the township premises or otherwise provided by the township that may help with the provision of goods, services or facilities to a person with a disability
- What to do if a person with a particular type disability is having difficulty accessing the Township's goods, services or facilities.

Said training will be done on an on-going basis in connection with changes to the policies, practices, and procedures governing the provision of goods, services or facilities to persons with disabilities.