

## TOH Accessibility Training Description

### Who receives training?

In order to ensure compliance with the AODA Customer Service Standard, Integrated Accessibility Standards Regulation and the Ontario Human Rights Code, TOH is committed to provide training to:

1. All employees and volunteers (paid and unpaid, full-time, part-time and contract positions)
2. Those who participate in developing TOH policies, practices and procedures (managers, senior leaders, directors, board members)
3. Anyone who provides goods and services or facilities to the public

### When do they receive training?

The Customer Service Standard Training including the Integrated Accessibility Standards Regulation and Ontario Human Rights Code is provided as quickly as possible to all current employees, volunteers, physicians, and other individuals assigned duties that involve interaction with the public. In addition, training is provided on an ongoing basis throughout TOH, and in connection to any changes to the policies, practices, or procedures governing the provision of goods and services to persons with disabilities.

### What content is included in the training?

Mandatory content covered in the training includes:

1. The purpose of the AODA, overview of the requirements of the customer service standard, including the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code.
2. The Hospital's accessibility policy includes instructions about:
  - a. interacting with people with disabilities,
  - b. interacting with people accompanied by support person(s), assistive devices and service animals,
  - c. the use of equipment or devices available on TOH premises to assist people and
  - d. steps to take if a person with a disability is having difficulty accessing our goods and services.

### How is the training delivered?

**Corporate Orientation:** Prior to attending Corporate Orientation as part of their onboarding, an online training module must be completed for all new hires.

**Management Essentials:** Offered to leaders within the first 90 days of their new leadership role. Includes self-directed online content (i.e. video recording, PPT presentation and quiz).

Departmental Requests: Available on request

Targeted Training: Training provided to targeted groups, e.g. volunteers, clerks etc.

Accessibility Guide: Available to all staff and is provided to volunteers as part of their training.

### **How is the training recorded?**

Record of completion of the mandatory online training module is recorded in our Electronic Learning Management System.

Each department is responsible to keep training records for departmental requests and/or targeted training.