

Procedure	Accessibility Training	Procedure Number	5.10.10.P1
Refer to	Accessible Customer Service Policy Number 5.10.10	Original	February 22 2010
		Reviewed	May 2023
		Revised	May 2023
		Next Review Date	May 2025
Written by	Manager, Human Resources	Approved by	Medical Officer of Health

The Haliburton, Kawartha Pine Ridge District Health Unit (herein referred to as “HKPR”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

HKPR is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HKPR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HKPR is committed to excellence in providing programs, services, and/or facilities to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

HKPR is committed to training all Board of Health members, employees, students, and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training includes a review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*, an overview of the Ontario Human Rights Code, and instruction on:

- Health Unit policies, procedures, and practices pertaining to the provision of programs, services, and/or facilities to persons with disabilities
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
- How to use equipment or devices available on Health Unit premises or otherwise provided by the Health Unit that may help with the provision of programs, services and/or facilities to people with disabilities
- What to do if a person with a particular type of disability is having difficulty accessing the Health Unit’s services.

Training is provided to the following:

- All persons who participate in developing the HKPR policies.

- All other persons who provide programs, services, and/or facilities on behalf of HKPR.

The Human Resources department provides training upon orientation of all newly hired employees and/or as soon as practical upon an individual being assigned the applicable duties. Individuals will be trained according to their duties as changes occur to the Health Unit's policies, procedures, and practices governing the provision of goods or services to persons with disabilities.

Training records, including names of individuals trained and the date provided, will be retained by the Human Resources department.

Source documents:

Accessibility for Ontarians with Disabilities Act