

<b>Procedure</b>	<b>Accessibility Training</b>	<b>Number</b>	5.10.10.P1
<b>Refer to</b>	Accessible Customer Service 5.10.10	<b>Original Revised Revised</b>	February 22 2010
<b>Written by</b>	Manager, Human Resources	<b>Approved by</b>	Executive Committee

The Haliburton Kawartha Pine Ridge District Health Unit will ensure that the Board of Health, staff, students, and volunteers receive training about the provision of Health Unit services to persons with disabilities.

The training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and instruction on:

- Health Unit's policies, procedures and practices pertaining to the provision of goods and services 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 goods or services to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing the Health Unit's services.

The Accessibility Coordinator will provide training 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 Administration and Human Resources.

Source documents:

*Accessibility for Ontarians with Disabilities Act*