



# The Corporation of the Town of Thessalon Accessible Training Policy

Accessibility for Ontarians with Disabilities Act (AODA 2005)

**Date: December 1, 2014**  
**Revision Date:**

Approved By: Council  
Date: December 15, 2014

Manager Name: Robert P. MacLean  
Title: Clerk-Treasurer

**The Corporation of the  
Town of Thessalon**

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## Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 is Provincial legislation that sets out Standards of compliance to ensure that services provided to Ontarians with disabilities are accessible and provided in a manner that uses reasonable efforts consistent with the core principles of:

**Dignity** – services are provided in a respectful manner consistent with the needs of the individual.

**Independence** – services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

**Integration** – allow people with disabilities to fully benefit from the same service, in the same place and in a similar way.

**Equality of Opportunity** – persons with disabilities are given the same opportunity to benefit from the services provided as other clients.

## Scope

Our intent is to ensure all employees and volunteers are trained in all requirements of the Integrated Accessibility Standards Regulation.

## **Definitions and Accompanying Policy**

### **Person with a Disability:**

The definition of disability under the AODA is the same as the definition of disability in the Ontario Human Rights Code.

Accessibility for Ontarians with Disabilities Act (AODA) Section 2 states that "Disability" means;

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

## Training

This section of the Integrated Accessibility Standards Regulation for General Requirements regulates the requirements for training employees and volunteers as it relates to people with disabilities.

Requirement as Stated in the Regulation:

- 1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,
  - (a) all employees, and volunteers;
  - (b) all persons who participate in developing the organization's policies; and
  - (c) all other persons who provide goods, services or facilities on behalf of the organization.
- 2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.
- 3) Every person referred to in subsection (1) shall be trained as soon as practicable.
- 4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.
- 5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

## Policy

The Municipality will ensure that all staff and volunteers are trained in each section of the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as they relate to the duties of their job. The content of the training will include:

- General Requirements
- Information and Communication
- Employment
- Transportation
- Ontario Human Rights Code as it pertains to persons with disabilities

The training will be provided by accessing the video with narration for each standard on the following website: [www.accessforward.ca](http://www.accessforward.ca). Other methods, such as reading

and hearing the module, are available if required. The Ontario Human Rights Code video as it relates to people with disabilities will be viewed at [www.ohrc.on.ca/en/learning/working-together-code-and-aoda](http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda).

All training videos are also available on the Municipality's computer network at G\Accessibility\Training Modules.

This policy is available on The Municipality's website at [www.townthessalon.ca](http://www.townthessalon.ca) and a paper copy is located in the Accessibility Policies binder in the Municipal Office.

## **Timeline for Training**

Training will be provided as a priority for new hires and included in each new employee's orientation package, if required as part of the duties of their job.

Existing employees will be required to watch the video for each of the above standards as they apply to the duties of their job. The Clerk-Treasurer, in consultation with the department managers, will determine which standard should be reviewed by each existing employee.

Each volunteer committee will watch the required videos during a regularly scheduled meeting.

Each employee, student and volunteer will complete the applicable training record. (See Appendix A, B and C)

Ongoing training will be provided to all staff to ensure ongoing learning, development and employee engagement in providing exceptional service to our ratepayers.

Training will also be provided with any change to The Municipality's policies, procedures and practices governing the provision of services to persons with disabilities.

## **Training Records**

The Municipality will keep records of all training, to include dates and content of training provided to each employee and volunteer.

## **Modifications to this and future policies**

The Municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

Therefore, any changes made to this policy will consider the needs of people with disabilities.

Any policy of The Municipality that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.





## Appendix A

### EMPLOYEE TRAINING RECORD

TOWN OF THESSALON  
187 Main Street, P.O. Box 220  
Thessalon, ON P0R 1L0

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Accessibility for Ontarians with Disabilities Act

\_\_\_\_\_  
Employee Name

Course Name

Date Completed

Accessible Customer Service Training \_\_\_\_\_

General Requirements for Accessibility Training \_\_\_\_\_

Accessible Information and Communication Training \_\_\_\_\_

Accessible Employment Training \_\_\_\_\_

Accessible Transportation Training \_\_\_\_\_

Ontario Human Rights Code and AODA \_\_\_\_\_

Course Format

Video \_\_\_\_\_

Other (Please Specify) \_\_\_\_\_

Date

Employee Signature

Manager Signature

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Appendix B

### STUDENT TRAINING RECORD

TOWN OF THESSALON  
187 Main Street, P.O. Box 220  
Thessalon, ON P0R 1L0

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Accessibility for Ontarians with Disabilities Act

\_\_\_\_\_  
Employee Name

Course Name

Date Completed

Accessible Customer Service Training \_\_\_\_\_

General Requirements for Accessibility Training \_\_\_\_\_

Accessible Information and Communication Training \_\_\_\_\_

Accessible Employment Training \_\_\_\_\_

Ontario Human Rights Code and AODA \_\_\_\_\_

Course Format

Video \_\_\_\_\_

Other (Please Specify) \_\_\_\_\_

Date

Employee Signature

Manager Signature

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Appendix C

### VOLUNTEER TRAINING RECORD

TOWN OF THESSALON  
187 Main Street, P.O. Box 220  
Thessalon, ON P0R 1L0

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Accessibility for Ontarians with Disabilities Act

\_\_\_\_\_  
Volunteer Name

Course Name

Date Completed

Accessible Customer Service Training

General Requirements for Accessibility Training

Accessible Information and Communication Training

Ontario Human Rights Code and AODA

Course Format

Video \_\_\_\_\_

Other (Please Specify) \_\_\_\_\_

Date

Volunteer Signature

Manager Signature

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