



Accessibility Training Plan

Customer Service Standard

Accessibility for Ontarians with Disabilities Act, 2005

Every person who deals with members of the public or who participates in developing Providence's policies, practices and procedures governing the provision of goods and services to the public; including organization staff, volunteers, agents, contractors and others who provide service on behalf of Providence will receive training regarding the provision of goods and services to persons with disabilities.

The training will include the following information:

1. the purposes of the Accessibility for Ontarians with Disabilities Act,
2. how to interact and communicate with persons with various types of disabilities,
3. how to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
4. how to use equipment made available by Providence to help people with disabilities to access goods and services
5. what to do if a person with a disability is having difficulty accessing Providence's goods and services

Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties.

Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities.

A record of the dates on which training is provided and the number and name of individuals to whom it is provided will be kept by Human Resources.

The training will be delivered as follow:

- current employees, physicians and volunteers will received the *Customer Service Standards* booklet (the *Staff Guide to Disability and Interacting with People with Disabilities*)

- all new employees, volunteers and students will received the *Customer Service Standards* booklet at their respective orientations.
- additional e-learning training will be available through LMS when applicable, according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties.
- all third-party contractors will receive the *Customer Service Standards* brochure (the At-A-Glance Guide to Interacting with People with Disabilities) prior to working at Providence

The training will be recorded as follows:

- lists for all employees, physicians and volunteers who received the initial distribution of the *Customer Service Standards* booklet (December 2009) will be recorded through Learning and Development
- ongoing e-learning will be recorded through LMS
- attendance at orientation will be recorded through Learning and Development
- volunteer training will be recorded through Volunteer Services
- individual managers will record attendance at training offered through staff meetings.
- physicians will receive training through the Medical Advisory Committee and will be recorded through medical affairs.