

Town of Collingwood - Accessibility Training Policy			
SECTION: Administration			
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GOAL

The purpose of this policy is to meet the regulatory requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

DEFINITIONS

“AODA” means Accessibility for Ontarians with Disabilities Act.

POLICY

The Town of Collingwood is committed to providing persons with disabilities consistent opportunity and access to all Town goods and services while ensuring that policies, procedures and practices are provided in a manner that address integration, independence, dignity and equal opportunity.

Scope:

This policy applies to all employees, volunteers and individuals who provide goods and/or services to the public on behalf of the Corporation of the Town of Collingwood. The application of this policy also applies to agents and third party contractors who are providing a Town of Collingwood service on its behalf.

OBJECTIVES

Every person at the Town of Collingwood who has dealings with members of the public or who participates in developing the organization’s policies, practices and procedures governing the provisions of goods and services to the public; including Town of Collingwood volunteers, agents, contractors and others who provide services on behalf of the Town of Collingwood will receive training regarding the provision of goods and services to persons with disabilities.

PROCEDURE

All employees will complete Awareness/Accessibility training as part of “New Employee Orientation” and sign a statement confirming their training to be included in our Human Resources files. Further training is ongoing for current staff, as required under legislation. As legislation changes, additional training will be conducted.

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

Third party contractors and agents will be required to comply with the requirements set out in the AODA and the accessibility standards. The Town of Collingwood will include in all contracted service agreements a clause or section in all contracts which will require the contractors to comply with this policy.

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Training Format:

Town of Collingwood employees are trained in the Accessibility Standards for Customer Services in person through our Human Resources Manager and/or designate and required to complete the more comprehensive training online through the recognized “WEBWSIT” training program. The online training outline is listed below and employees are required to achieve 80% score to pass. The online training allows employees to learn through audio, visual, and written. The Clerk shall work with individuals that require accommodation for another training method, and recommend an alternate training opportunity that includes the same content as identified below.

Content of WEBWSIT Training (may be amended from time to time, as required by legislation):

1. The goal and purpose of the Accessibility for Ontarians with Disabilities Act (AODA)
2. Definition of ‘Disability’
3. Requirements that apply to all providers
4. Who must comply
5. Understanding Disabilities (Different types of disabilities)
6. Serving people with Disabilities
7. Words/terminology to Use
8. Customer Service Tips
9. Serving People Who:
 - a. Use Assistive Devices
 - b. Use a Service Animal
 - c. Use Support Persons
10. Summary & Test

AMENDMENTS TO POLICY

The Clerk shall have discretion with the approval of the Accessibility Advisory Committee to amend this policy from time to time, as may be required including changes in legislation.