

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.05
Section:	The Integrated Accessibility Standards	Issued/re-issued	Dec. 4, 2017
Subject:	Accessibility and human rights training under the Integrated Accessibility Standards	Effective:	December 19, 2014
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		Replaces:	AS 3.05
Issued by:	First Reference	Dated:	January 1, 2015

1 POLICY

- 1.01 First Reference will provide training to all employees, volunteers and others who deal with customers and the public on First Reference's behalf, and persons who are involved in the development and approval of policies, practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities.
- 1.02 Training will be provided as soon as practicable after an individual assumes responsibilities related to the public or a task under the standards.
- 1.03 The amount and format of training will be tailored to suit each person's duties, interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods, facilities and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure that First Reference provides training to all employees, volunteers, contractors, and others who deal with the public on First Reference's behalf, as well as all others involved in the development of policies, practices and procedures.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of First Reference in Ontario.

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4 RESPONSIBILITY

- 4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Standards in the Integrated Regulations under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

5 DEFINITIONS

- 5.01 “**Accessible formats**” may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.
- 5.02 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 “**Communication supports**” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.04 “**Communications**” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5.05 “**Dignity**” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

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- 5.06 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.07 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.08 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.01 – Statement of organizational commitment under Integrated Accessibility Standards

SPP AS 3.01 – Statement of organizational commitment

7 PROCEDURES

7.01 Training includes the following elements:

- a) Review of the purposes of the **Accessibility for Ontarians with**

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Disabilities Act, the Integrated Standards Regulations and the Ontario Human Rights Code

- b) Information regarding First Reference's policies, practices and procedures relating to the customer service, information and communications, employment and built environment in public spaces standards
- c) How to interact and communicate with people with various types of disabilities in various situations within the organization including employment
- d) What to do if a person with a particular type of disability is having difficulty accessing our goods, facilities or services
- e) How to interact with people with disabilities who use an assistive device, service animal or support person
- f) How to use the equipment or assistive devices that may be available at First Reference
- g) How provide or arrange for the provision of accessible formats and communication supports for persons with disabilities
- h) How to provide the emergency response plan and safety information made available to the public, to persons with disabilities in an accessible format or with communication supports as soon as practicable
- i) How to make the organization's website accessible and maintain accessibility (if applicable)
- j) How to receive and respond to feedback from customers and the public

7.02 All current employees and volunteers, as well as all individuals who

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develop policies or provide goods, services or facilities on behalf of First Reference will be trained immediately.

- 7.03 All new employees and volunteers, as well as all individuals who policies or provide goods, services or facilities on behalf of First Reference will be trained within 60 days after commencing their task, duties or service.
- 7.04 Current employees and volunteers who assume new job responsibilities will be trained within 60 days after commencing these new job responsibilities. Training provided will be as appropriate based on the employee's duties.
- 7.05 Employees and volunteers, as well as all individuals who develop policies or provide goods, services or facilities on behalf of First Reference will also be trained on an ongoing basis when changes are made to the policies, practices and procedures and the law.
- 7.06 All First Reference staff should be provided the mandatory training as follows: It may be through e-learning, courses, in-house training, conferences, etc. The specific format will be determined at a later date.
- 7.07 A copy of the training certificate received at the end of the training is kept in each employee's file. A record of when and how the training was completed is also maintained for each employee.
- 7.08 Part of training includes reviewing all First Reference policies, procedures and practices for the customer service, information and communications, and employment standards and built environment.
- 7.09 Part of the training includes reviewing all First Reference policies, procedures and practices for the customer service, information and communications, employment standards and built environment in public spaces (if applicable).
- 7.10 The training may not be exactly the same for all staff and need not be

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delivered in the same manner so long as it meets the requirements as outlined above.

8 RECORD KEEPING

- 8.01 First Reference is required by AODA Regulations 191/11 to keep training records. The training records to be maintained include the date on which training was provided, the type of training, participants' names and the number of individuals trained. If a quiz is given to test knowledge, such document will also be retained.