



Procedure EQ - #12

Title: **ACCESSIBILITY STANDARDS: TRAINING**

Adopted: October 2009

Revised: March 2016, November 2017, December 2020

Related Document: Policy PCE.001 – Accessibility Standards

Purpose: The purpose of this document is to outline the procedures that will be used to ensure that the Bloorview School Authority will welcome all members of the school and broader community to our facilities. Staff and volunteers will be committed to providing services that respect the independence and dignity of people with disabilities. Such services will incorporate measures that include but are not limited to the use of support persons.

PROCEDURES

1. The Supervisory Officer and/or Principal will ensure that staff and volunteers receive training in interacting with people with disabilities (using, in many cases, the on-line training modules)..
2. In conjunction with Holland Bloorview Kids Rehabilitation Hospital (HBKRH) all staff/volunteers/students working on behalf of Bloorview School receive an orientation to HBKRH including an overview of the clients we serve and the students we serve and their special needs.
3. Current employees/volunteers they will receive additional training to supplement their existing knowledge and the training they have already received to interact with people with disabilities.
4. The Staff Handbook will include information regarding the Ontario Human Rights Code and the AODA.

5. The training will include:

- a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- b) How to interact and communicate with people with various types of disabilities.
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

The training on the requirements of accessibility standards and on the Human Rights Code shall be appropriate to the duties of the employees, volunteers and other persons.

Bloorview School Authority will provide training in respect to any changes to the policies or Regulations described in the AODA on an ongoing basis.