



## AODA Compliance Document - TOH Accessibility Training Description

### Who receives training?

In order to ensure compliance with the AODA Customer Service Standard and enhance our Service Excellence, TOH is committed to provide training to:

1. those who deal with members of the public (staff and volunteers) as well as those who act on our behalf (Physicians, agents, contractors)
2. those who participate in developing TOH policies, practices and procedures on providing goods and services.

### When do they receive training?

The Customer Service Standard Training (CSST) is provided as quickly as possible to all current employees, volunteers, physicians, contractors, and other individuals assigned duties that involve interaction with the public. In addition, training is provided on an ongoing basis throughout TOH, and in connection to any changes to the policies, practices, or procedures governing the provision of goods and services to persons with disabilities.

### What content is included in the training?

Mandatory content covered in the training includes:

1. The purpose of the Act and requirements of the Regulation, and
2. Instruction about:
  - i.) interacting with people with disabilities,
  - ii.) interacting with people accompanied by support person(s), assistive devices and service animals;
  - iii.) the use of equipment or devices available on TOH premises to assist people and
  - iv.) steps to take if a person with a disability is having difficulty accessing our goods and services.

### How is the training delivered?

|                             |   |
|-----------------------------|---|
| 1. Corporate Orientation:   | A 40-minute presentation for all new hires.   |
| 2. Management Foundations:  | A 1-hour presentation for all TOH managers.   |
| 3. Departmental Requests:   | A 30 to 60-minute presentation available on request for any unit or department  |
| 4. Online training modules: | A video or PowerPoint presentation, with a quiz to demonstrate understanding of the content, is available to any TOH staff or volunteer with access to InfoNet. |



### **How is the training recorded?**

All training sessions (corporate orientation, Management Foundations and departmental requests) are recorded in our training calendar/summary indicating the date and the number of individuals participating.

All those completing some form of training need to demonstrate compliance by:

1. completing the on-line CSST quiz, which then is automatically tracked. Reports can be generated showing those who have completed the training
2. completing a paper copy of the CSST quiz, which is corrected and the name and score of the participant is entered into the existing database.

Regular (monthly/quarterly) reports are generated and shared with the TOH Accessibility Committee and TOH directors. Managers are advised of the compliance rates within their units/departments.