

Title: **ACCESSIBILITY STANDARDS: TRAINING**

Adopted: October 2009

Revised: March 2016, November 2017

Reviewed: April 2014, March 2016, November 2017

Related Document: Policy PCE.001 – Accessibility Standards

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**Purpose: Bloorview School Authority will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities, such service to incorporate measures that include but are not limited to the use of support persons.**

## **ADMINISTRATIVE PROCEDURE**

The Director and/or Principal will ensure that staff and volunteers receive training in interacting with people with disabilities

In conjunction with Holland Bloorview Kids Rehabilitation Hospital (HBKRH) all staff/volunteers/students/Board members 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.

With HBKRH Bloorview School will incorporate the Customer Service Standards into the general orientation effective January 2010 for all staff.

For current employees/volunteers/Board members, they will receive additional training to supplement their existing knowledge and the training they have already received to interact with people with disabilities.

The Staff Handbook will include information regarding the Ontario Human Rights Code and the AODA.

Training for all new staff/volunteers/students/Board members will be delivered through HBKRH Learning Management System (LMS). Individuals will be required to complete a quiz based on their learning. Documentation that the training has been conducted and completed will be recorded for staff within the Bloorview School Authority.

LMS documentation for volunteers will be maintained by the HBKRH Volunteer Resources Department, documentation for students will be maintained by student coordinators.

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All contractors and others working on behalf of HBKRH will receive information on how to interact with people with disabilities through a training booklet.

**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
- (d) The process for when an individual with a disability is experiencing difficulty in accessing services at HBKRH and
- (e) A summary of HBKRH policies, practices and procedures relating to the Customer Service Standard, The Code, IASR, Multi-Year Accessibility Plan pertaining to Bloorview School Authority.

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.