Accessibility for Ontarians With Disabilities Act (AODA)

Summary of Training 2014 – 2017

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1. Training at Orientation

At orientation, all staff (including co-ops & head-starts) receive the following training:

A. In person (face to face) education on OPTrust's Accessibility Policy.

The purpose of that training is to update staff on their rights and responsibilities under the *Accessibility for Ontarians with Disabilities Act* ("AODA").

The training covers:

- Background and purposes of the AODA
- Discussion and explanation of key terms under the Act, including
  - barriers
  - organizations covered by AODA
  - meaning of "disability"
  - duty to accommodate
- Explanation of AODA compliance timelines for customer service standards, employment standards, public spaces/built environment standards and information and communication standards
- The guiding principles of OPTrust's Accessibility Policy, which includes meeting the needs of people with disabilities, by striving to prevent and remove barriers to accessibility, and ensuring that all employees or candidates receive equitable treatment with respect to employments without discrimination
- Description of the roles and responsibilities of employees, managers and human resources in this context, including recruitment and selection, informing employees of supports, accommodation plans, and emergency response plans
- Case study – *Lane v. ADGA Group Consultants Inc*. (which highlights the duty to accommodate and discrimination on grounds of a disability)

B. OPTrust's Accessible Customer Service online training

OPTrust's Accessible Customer Service online training demonstrates its commitment to providing services in ways that respects the dignity and independence of persons with disabilities.

Topics covered include:

- Defining and recognizing disability
- Recognizing that some disabilities are non-visible, for example learning disabilities
- Background and purpose of *AODA* and the *Integrated Accessibility Standards Regulation*
- Who has to be trained on accessible customer service standards
- Who is a "customer"
- Tips and guidance for serving people with physical or mobility disabilities
- Tips and guidance for serving people with vision loss
- Tips and guidance for serving people with hearing loss
- Tips and guidance for serving people with support persons
- Tips and guidance for serving people with service animals
- Tips and guidance for serving people with intellectual or developmental disabilities

*Online training was rolled out for existing employees across the whole organization on December 5, 2016.

2. Training for Board of Trustees

An in-person session on accessible customer service was delivered to the Board of Trustees on December 8, 2016. Topics covered were the same as in the online version, and are listed above.
