

Section: Accessibility	Subsection: Barriers	Policy Number: ACC-108
Subject : Training on Accessibility for Ontarians Disability Act and Customer Service Requirements		Effective Date: June 2015
Standard: Accessibility for Ontarians Disability Act, 2005 Regulation 429/07	Authority: CEO	Supercedes: June 2014, June 2021 November 2023
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1.0 POLICY STATEMENT

- 1.1 Belvedere Heights is committed to providing barrier free access to environments, programs, and services for all, including Residents, visitors, employees, volunteers, and medical staff. This procedure outlines the method of education and training regarding accessibility to services for individuals with disabilities.
- 1.2 Belvedere Heights will provide education on the Accessibility for Ontarians with Disabilities Act (AODA) standards and the Ontario Human Rights Code.
- 1.3 Accessibility training at Belvedere Heights will be provided as soon as practicable and in respect to any changes to the following individuals:
 - All persons who are an employee of, or a volunteer with, the organization
 - All persons who participate in developing the organization's policies
 - All other persons who provide goods, services or facilities on behalf of the organization
- 1.4 Accessibility training will be appropriate to the duties of employees, volunteers, students, medical staff, and other persons providing goods, services or facilities on behalf of the organization.
- 1.5 This training will be monitored, evaluated, and redefined on a continuous basis as required.

2.0 DEFINITIONS

2.1 Disability:

- 2.1.1 Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical

coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device.

2.1.2 A condition of mental impairment or developmental disability.

2.1.3 A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

2.1.4 A mental disorder.

2.1.5 An injury or disability for which benefits were claimed or received under the insurance plan established under Workplace Safety and Insurance Act, 1997.

2.2 Accessibility:

2.2.1 Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities. Ontario has laws to improve accessibility for people with disabilities, including the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code, and the Ontario Building Code.

3.0 EQUIPMENT

N/A

4.0 DOCUMENTATION

Accessibility training compliance will be tracked and reviewed on an annual basis. Records of training will be maintained, including the dates and number of individuals to whom the training was provided.

5.0 PROCEDURE

5.1 An introduction to accessibility will be provided during general orientation to all new employees, volunteers, students, and other persons providing goods, services or facilities on behalf of the organization. This training will include a review of the Accessibility for Ontarians with Disabilities Act (AODA) standards and the Ontario Human Rights Code.

5.2 Accessibility training will be appropriate to the duties of employees, volunteers, students, medical staff, board members, and other persons providing goods, services or facilities on behalf of the organization.

5.2 Accessibility training will also be included in the safety core curriculum to be completed annually.

6.0 OUTCOMES

Accessibility training will provide individuals with a general overview of Ontario's Accessibility for Ontarians with Disabilities Act (AODA) standards and the Ontario Human Rights Code. This training will assist in improving accessibility for people with disabilities.

7.0 REFERENCES

[Accessibility for Ontarians with Disabilities Act \(AODA\)](#)

[Ontario Human Rights Code](#)

[Ontario Regulation 429/07 Accessibility for Customer Service](#)