

ACCESSIBILITY: EMPLOYEE TRAINING SERVING CLIENTS WITH DISABILITIES

POLICY:

Pembroke Regional Hospital (PRH) is committed to meeting the accessibility needs of all persons with disabilities in accordance with the Integrated Accessibility Standards O.Reg. 191/11 under the *Accessibility for Ontarians with Disabilities Act 2005*.

PROCEDURE:

All current employees will complete e-learning training for accessibility annually. New employees are required to complete the training within six months following the date of hire. The on-line training module will cover the following topics:

- The purpose of the *Accessibility for Ontarians with Disabilities Act*
- Which disabilities are covered by the Act
- How to interact and communicate with people who have disabilities
- Which assistive devices and service animals are used by people with disabilities
- How to use equipment or devices available on hospital premises that may help in providing services to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing hospital services
- Policies, practices, and procedures that are consistent with the *Accessibility Standards for Customer Service Ontario Regulation 429/07*

REFERENCES:

Accessibility Standards for Customer Service, Ontario Regulation 429/07. *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).