



## **Accessibility for Ontarians with Disabilities – Training outline**

### **Customer Service Standard Training Guidelines for Service Providers of Maple Family Health Team and Maple Family Health Organization ('Maple')**

#### **Who:**

The following people (hereafter referred to as 'service providers') will be asked to complete Maple's AODA training program:

- Physicians
- Employees
- Students
- Volunteers
- Employees of third-party organizations who provide customer service on Maple's behalf

#### **When:**

Training of all existing service providers will occur on or before January 31, 2012. All new service providers will receive training within one month of joining Maple unless they can provide evidence that they have received similar training elsewhere.

#### **What:**

Employees will be asked to read the AODA Employee Training Manual and sign the AODA Employee Commitment. Also available will be an online Power-Point presentation and videos. The following points will be covered:

1. Accessibility for Ontarians with Disabilities Act, 2005
2. The Customer Service Standard
3. How to interact with people who have various types of disabilities
4. How to interact with people who have various types of disabilities who use assistive devices
5. How to interact with people with disabilities who have a guide dog or other service animal
6. How to interact with people with disabilities who are accompanied by a support person
7. What to do if a person with a disability is having difficulty accessing our services
8. What to do if there is a disruption in service
9. Feedback process
10. Maple's policies, practices and procedures relating to the provision of services to people with disabilities

*If you have any questions or comments about Maple's AODA Employee Training Program, please contact the Human Resources Administrator at 613-531-5888 ext. 101 or [HR@maplefht.ca](mailto:HR@maplefht.ca).*