

Manual: Human Resources	Subject: AODA (Accessibility for Ontarians with Disability Act) Training - (Customer Service Standard)
Policy #: 39	Reviewed Date: September 12, 2024
Approved by: Darlene Dale	Next Review date: September 12, 2027
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POLICY STATEMENT

As part of Community Living Belleville and Area’s commitment to the principles of the *"Accessibility for Ontarians with Disabilities Act (AODA) 2005"* Customer Service Standards, Community Living Belleville and Area will provide initial training to all employees of our organization and all new employees during the orientation period.

PROCEDURE

1. All employees will be required to participate in a self-directed learning refresher program once annually following their initial training on SURGE.