

 <p>COMMUNITY LIVING Belleville and Area <i>Inspiring Possibilities</i></p>		<p align="center">POLICIES & PROCEDURES MANUAL</p>	
<p>SECTION 6 - HUMAN RESOURCES</p>		<p>SUBJECT – AODA (Accessibility for Ontarians with Disability Act) Training – (Customer Service Standard)</p>	
<p>POLICY #39</p>			
<p>APPROVED:  Executive Director</p>		<p>DATE APPROVED: February 28, 2011</p>	
<p>REVISION DATE: March 21, 2013</p>		<p align="right">PAGE 1 OF 1</p>	

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. All employees will be required to complete a review questionnaire on AODA.
2. All training completed will be tracked by the Human Resources Department and will be entered into our in-house HRIS. Training on the AODA will be included on the monthly training reports provided to all managers and will show the dates on which their staff members require refresher training.
3. Training will be facilitated using a Power Point Presentation, which will be made available to all managers (if they choose to use it), by using a Training Guide Book entitled, "How May I Help You" developed by the Human Resources Department and completion of self-directed learning questionnaires.