

Alexandra Marine and General Hospital	Effective Date: November 24, 2009
ACCESSIBILITY - CUSTOMER SERVICE STANDARDS	Review Date: November 24, 2011
Accessibility - Training	Approved By: Director, Support Services

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Policy/Purpose

Policy

Alexandra Marine and General Hospital is committed to providing training to employees, medical staff, volunteers, contracted service staff, students and others providing goods and or services to persons with disability/disabilities as prescribed by the Accessibility for Ontarians with Disabilities Act, 2005.

[Accessibility for Ontarians with Disabilities Act, 2005](#)

Standard

- Training will be provided to employees, medical staff, volunteers, contracted service staff, students or otherwise who provide goods and or services to members of the public.
- Training will include a review of the purposes of the Act, the requirements of the Regulation(s) and instruction about:
 - How to interact with persons with various types of disabilities.
 - How to interact with persons with disabilities who use an assistive device, require assistance of a service animal or the assistance of a support person.
 - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
 - What to do if a disruption of service occurs.
- Training will be provided as soon as practicable after he or she is assigned the applicable duties.
 - New staff will receive training through the Hospital Wide Orientation Process
 - Existing employees, medical staff, volunteers, contracted agents and students will access Accessibility training on the intranet or inservices as applicable.
- Notification of changes to policies, practices and procedures and any associated training requirements are distributed to all employees, medical staff, volunteers, and students via Outlook, hospital intranet, or messaging system as applicable.
- The Alexandra Marine and General Hospital Accessibility training program is available for the public from the Director of Support Services and available upon requesting format agreed upon with person and disability.
- AMGH Accessibility training policy is posted on hospital internet and intranet.
- AMGH training program includes:
 - Summary of the contents of the training, and details of when the training is to be provided.
 - Records of training provided, including the dates on which training is provided and

the names of individuals to whom it is provided.

References

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard 429/07](#)

[Blind Persons' Rights Act. R.S., c. 40, s. 1](#)

Accessibility for Ontarians with Disabilities Act, 2005. Taking a close look at the Standards: Impact and Implications. Ontario Hospital Association Conference November 17, 2008. Toronto, ON

Accessibility Training Corporate Manual, Cambridge Memorial Hospital, September 2009