

<b>SECTION:</b>	HUMAN RESOURCES	<b>POLICY NUMBER:</b>	HR 25-005
<b>SUB-SECTION:</b>	Learning and Development	<b>EFFECTIVE DATE:</b>	2009-12-03
<b>SUBJECT:</b>	Accessibility Customer Service Standard - Learning/Training	<b>LAST REVISION DATE:</b>	2017-11-08

### **POLICY:**

Cornwall Community Hospital will provide training/learning opportunities for all employees, members of the professional staff, volunteers, stakeholders and contracted service staff in order to provide excellent Customer Service in a manner that respects the dignity and independence of all individuals.

The training/learning will incorporate the philosophy of the *Ontarians with Disabilities Act*, (ODA) and *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) that persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from services provided by and on behalf of the organization.

### **PROCEDURE:**

1. The Accessibility Committee will research and provide a variety of training methods and opportunities for all stakeholders to access including:
  - Information Videos
  - On-line Learning Modules
  - Hospital Orientation presentation
  - Other communication methods not mentioned above
2. Human Resources will:
  - Track employee compliance into the learning/training reporting structure.
3. Employees, Professional Staff, Volunteers and Physicians must:
  - Complete onetime training information package(s).

<b>APPENDICES:</b>	
<b>REFERENCE DOCUMENTS:</b>	<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> <i>Ontarians with Disabilities Act, (ODA)</i>
<b>REPEALED POLICIES:</b>	
<b>APPROVAL PROCESS:</b>	Accessibility Committee – 2017-10-30 Senior Administration Team – procedure amendment – 2017-11-08 Board of Directors – December 3, 2009
<b>APPROVAL SIGNATURE:</b>	Jeanette Despatie Chief Executive Officer

*Version française disponible sous l'objet "Normes d'accessibilité pour les services à la clientèle – Apprentissage/formation"*

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