



Winchester
District
Memorial
Hospital

Accessibility for Ontarians with Disabilities (AODA) Compliance Document WDMH Accessibility Training

Who receives training?

To ensure compliance with the AODA Customer Service Standard and enhance our service excellence, WDMH is committed to provide training to:

- Those who deal with members of the public (staff and volunteers) as well as those who act on behalf of WDMH
- Those who participate in developing WDMH policies, practices and procedures on providing goods and services

When do they receive training?

The Customer Service Standard Training (CSST) is provided as quickly as possible to all current employees, volunteers, and other individuals assigned duties that involve interaction with the public. In addition, training is provided on an ongoing basis and in connection to any changes to the policies, practices, or procedures governing the provision of goods and services to persons with disabilities.

What content is included in the training?

Mandatory content covered in the training includes:

- The purpose of the Act and requirements of the Regulation
- Instruction re:
 - interacting with people and disabilities
 - the use of support person, assistive devices and service animals
 - steps to take if a person with a disability is having difficulty accessing goods and services
- The Ontario Human Rights Code and the AODA
- The WDMH Accessibility Plan

How is the training delivered?

- Corporate Orientation for all new hires
- Online training modules and quiz to be completed by all new hires through Surge Learning
- Online training modules and quiz for present staff and volunteers
- Ongoing training through Surge Learning regarding changes and updates to ACOD standards

How is the training recorded?

- All Corporate Orientation attendees are recorded with the date of sessions, agenda items and names of attendees
- Record of all individuals that have taken training modules and quiz in Surge Learning are recorded in the portal's records
- Regular monthly reports are generated and shared with Leadership and the WDMH Accessibility Committee