

- How to access and use assistive devices and equipment at HSN
- What to do if a person is having difficulty accessing HSN services or facilities
- What is covered by the following standards:
 - Customer Service
 - Information and Communication
 - Employment
 - Transportation (doesn't apply to HSN)
 - Design of Public Spaces

Training will be updated with changes to law or policy.

References and Related Documents

Government of Ontario (2005) *Accessibility for Ontarians with Disabilities Act*. SO 2005, c 11

Government of Ontario (1990) *Human Rights Code*. R.S.O. 1990, c. H. 19

Government of Ontario (2001) *Ontarians with Disabilities Act*. S.O. 2001, c. 32

HSN (rev. 2013) *Accessible Procurement Declaration*

HSN (2017) *Accessibility Customer Service Standards*

HSN (rev. 2018) *Accommodated Parking - Employees*

HSN (rev. 2017) *Attendance Support*

HSN (rev. 2020) *Complaints and Compliments*

HSN (rev. 2018) *Deaf and Hard of Hearing Patients – Interpreter*

HSN (rev. 2020) *Emergency Response Plan for Accommodated Employees Form*

HSN (rev. 2020) *Employee and Affiliate Accommodation*

HSN (rev. 2019) *Employee Substance Misuse*

HSN (rev. 2019) *Employment Equity*

HSN (rev. 2019) *Fit for Duty*

HSN (rev. 2018) *Return to Work and Modified Work*

HSN (rev. 2017) *Sick Leave and Short Term Absence*

HSN (rev. 2019) *Work Reintegration – Occupational Injury/Illness*