





- /DID o RQ L Q W H V B F L G H V S H T U X R V Q I Q K E V W S W U H D Ø V H F W R L U H V I R Q F W L H [ G H V F D R Q H V I D X W H X L O L Q U M L H G H Q W D V G H D I V X L H W W I R F W S H J G H V personnes de soutien
- ' H V H [ H P S O H V G ¶ D E S I D H M L R O L U H W I R Q F W L R Q Q H O V
- \$ Q L P O O D V V L V p W X Q F H D W H I R Q R H W V L Y L O q J H V D X R R F I K P K D S H X Q H telle personne
- 3 H U V R Q Q V R X W L Q X P p U D G W H I R Q R H W V L Y L O q J H V personne WHO OH
- /DID o RQ R E W H Q L X W L O L V H U G H D V F H S V D R I H L I O W I R W F T X I H Q V H O S H D H Q W fonctionnels à HSN
- \* H V W H D L V ¶ H L O V L I I L F L O H S S R U X V R Q Q H Y R H U P X V H U Y L H Q W W W O O D W L R Q V
- Des éléments englobés par les normes suivantes :
  - Services à la clientèle
  - Information et communications
  - Emploi
  - 7 U D Q V S R U W Q H V ¶ D S S O L T X H S D V j + 6 1
  - Conception des espaces publics

La formation sera actualisée en fonction des modifications apportées aux lois ou aux politiques.

### Références et Documents Connexes

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*