

ISSUED BY: Accessibility Working Group

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ISSUE DATE: July 15, 2009

CATEGORY: Policy and Procedure

REVISION DATE: November 2012

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**SUBJECT: ACCESSIBILITY TRAINING REQUIREMENTS FOR CONTRACTED SERVICES**

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## VALUE STATEMENT

Health Sciences North shall ensure that every contracted service provider, working for or on behalf of the Hospital, has provided employee training in accordance with Ontario Regulation 429/07 and 191/11.

## POLICY

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service, Sect. 6.

1. every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained on the following:
  - how to interact and communicate with persons with various types of disability;
  - how to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person;
  - how to use equipment that is available on the premises that may help in the provision of goods or services;
  - what to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services;
  - information on the policies, practices and procedures governing the provision of goods and services to people with disabilities.
2. Contracted employees, third party employees, agents and others that provide customer service on behalf of Health Sciences North must meet the requirements of Ontario Regulation 429/07 with regard to training.
3. A document describing the training policy, a summary of the contents of the training and details of training dates and attendees must be submitted to Health Sciences North as part of the service agreement.

## STAKEHOLDER REVIEW & APPROVAL

Committee/Stakeholders	Date
Accessibility Working Group	November 2012
Senior Management	December 2012
Clinical Management	December 2012
Posted to Intranet	January 2013