

## **CANADIAN MENTAL HEALTH ASSOCIATION, MUSKOKA-PARRY SOUND BRANCH**

AGENCY: POLICIES AND PROCEDURES

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**NUMBER:** IX - 40

**DATE:** December 2011, r-Sept 2016

**SUBJECT:** Training

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### **POLICY**

CMHA will ensure that training will be provided to all staff, students and volunteers who deal with the public or other third parties on behalf of the Agency in regards to Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members. Training records will be maintained by Human Resources by recording who has taken training and dates. This will also be maintained in the employee personnel file.

### **PROCEDURE**

Training will include, but not be limited to, the following:

- a. A review of the purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the standards in effect
- b. How to interact and communicate with people with various types of disability
- c. How to interact with people with disabilities who use an assistive device, service animal or a support person
- d. How to use the equipment or assistive devices available on Agency premises or that are otherwise provided that may help with the provision of goods or services to people with disabilities
- e. What to do if a person with a particular type of disability is having difficulty accessing goods or services provided by the Agency.

Training will be provided using the training module on the Access Ontario website

[www.mcass.gov.on.ca/mcass/serve-ability/splash.html](http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html)

New staff will be provided with training as soon as is reasonably possible after they have begun employment. On-going updates will be provided at geographic staff meetings when there are changes made to policies or procedures related to the standards.