

SECTION 6: OPERATIONS

GUIDELINE FOR ACCESSIBILITY TRAINING REQUIREMENTS

(Revised 2025 01 10)

To ensure greater awareness and responsiveness to the needs of persons with disabilities, the ADSB must provide appropriate training for all persons who are an employee of, or a volunteer with, the organization; all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization.

Scheduled Training:

All staff are expected to renew training during each "cycle" of the ADSB Multi-Year Accessibility Plan.

Refresher training will next be provided by ADSB on the **September 2025** Professional Development Day.

Following this, refresher training will be provided on the September professional development day following the next revision of the ADSB Multi-Year Accessibility Plan (e.g. **September 2030**).

As new staff are hired, the training will become a component of their orientation training and will be provided within a reasonable timeframe at the beginning of each school year.

Contents of the Training:

All Accessibility training provided by the Board will include the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.

Accessibility training must be appropriate to the duties of the employees, volunteers, and other persons.

Contents of the ADSB's accessibility training will include a review of:

- i) the purposes of the Accessibility for Ontarians with Disabilities Act,
- ii) the requirements of the Customer Service Standards, and
- iii) instruction about the following:
 - * How to interact and communicate with persons with various types of disability.
 - * How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
 - * How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
 - * What to do if a person with a particular type of disability is having difficulty accessing the

provider's goods, services or facilities.

Sample Training Options:

Past practice of the ADSB has been to provide training through the provision of training videos/power-point presentations provided through the Board's human resources website. Examples of past and/or potential training experiences available have included and/or may include:

[How May I Help You?](#)

(Video outlining Customer Service Accessibility Standards provided through OESC)

<https://theteachableproject.org>

(Resources outlining Customer Service Accessibility Standards)

<https://www.accessforward.ca/>

(Resources including Powerpoint presentation related to Customer Service Accessibility Standards).

Specific training content based on the resources listed above and/or new resources that may become available will be determined by the Accessibility Committee with the approval of Admin Council.

Training Records:

Training will be completed through the ADSB Human Resources Employee Portal to ensure that records of all staff completing training are stored in the database. Dates and names of all staff completing training will be included in the database.