



ACCESSIBLE SERVICE FOR PERSONS WITH DISABILITIES

Providing an accessible service for people with disabilities is not just good practice, it is now the law. In June, 2005, the Ontario Legislature passed the *Accessibility for Ontarians with Disabilities Act (AODA)*.

It is the policy of The Health and Safety Management Group to have a training location that complies with the AODA Legislation.

The following are the objectives to comply with AODA:

- Ensure that there is a wheelchair access washroom on the floor that training is taking place.
- Allow customers with disabilities to use personal assistive devices e.g. hearing aids, wheelchairs, walkers, oxygen tanks, to access your services and/or goods
- Communicate with a person with a disability in a manner that takes into account his or her disability
- Train all staff to provide accessible customer service. The regulation is clear that it isn't just front line staff but also management that must understand how to provide accessible customer service. You must also train volunteers and contractors if they will be acting on your behalf with patients, clients or customers.
- Allow people with disabilities to bring a guide dog or service animal with them to your premises, unless otherwise prohibited by law. For example, animals are not allowed by law in a restaurant kitchen or an operating theatre in a hospital.
- Permit people with disabilities who require a support person to bring that person with them. If you charge a fee, your organization can decide whether to waive or lower the fee for the support person.
- Provide notice when facilities or services that people with disabilities rely on to access your goods or services are temporarily disrupted.

Access to the training room must be on the same floor as the exit. If not, there needs to be elevator access to the training room.

Betty McDonald

President

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