

INSPIRE COMMUNITY SUPPORT SERVICES POLICY AND PROCEDURE			
Manual	Agency	Number	O 1.03
Section	Operational	Page	1
Topic	AODA Training	Effective Date	September 2025
Issued by	Executive Director	Review Cycle	3 years
Replaces		Revision Date	

1. POLICY

The Agency is committed to training all employees who deal with members of the public or other third parties on providing customer service to people with disabilities.

2. PURPOSE

The purpose of this policy and procedures is to:

- identify who needs to receive training
- list the content of the training
- outline the timing of the training for current and new employees
- describe the formats of training
- outline the process for keeping a record of training

3. SCOPE

This policy applies to the Board of Directors and all staff.

4. RESPONSIBILITY

It is the responsibility of the Executive Director to ensure all staff members are trained on the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard, O. Reg 429/07.

5. PROCEDURE

5.01 Content of training

The training will include the following:

- Review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard, O. Reg 429/07
- Policies, practices and procedures
- Key principles
- Independence
- Dignity
- Integration

INSPIRE COMMUNITY SUPPORT SERVICES POLICY AND PROCEDURE			
Manual	Agency	Number	O 1.03
Section	Operational	Page	2
Topic	AODA Training	Effective Date	September 2025
Issued by	Executive Director	Review Cycle	3 years
Replaces		Revision Date	

- Equality of opportunity
- Assistive Devices
- Communication
- Service animals
- Support persons
- Admission for support persons
- Service disruptions
- Train employees
- Feedback

5.02 Timing of Training

Training must be provided to all current employees. For any new employees, training will be provided during agency General Orientation and/or when practical after they are assigned applicable duties.

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5.03 Record of Training

Inspire Community Support Services will keep a record of all training provided under the AODA and O. Reg 429/07 including the dates on which the training was provided and the participants present.

6. MONITORING

Method

Internal Reporting

Frequency

As required

7. ATTACHMENTS

N/A