



Accessibility for Ontarians with Disabilities Act (AODA)

TRAINING POLICY

Statement:

Pioneer Family Pools agrees to follow the mandate set out by the Ministry of Labour (MOL) and ensure the maintenance of documented records. AODA 2005-0. Reg. 429/07 s. 6

Training will be conducted as soon as practicable after a staff member is assigned the applicable duties. i.e. cashier hired for summer. O.Reg. 429/07,s. 6(3).

Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. O.Reg. 429/07, s. 6(4).

Procedure:

Every member of Pioneer Family Pools staff who deals with members of the public or with third parties on behalf of the provider, will receive proper training on how to:

- (a) Interact and communicate with persons with various types of disability
- (b) 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
- (c) How to use equipment or devices available of the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability
- (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services. O.Reg. 429-07, s. 6 (2)

Records:

Pioneer Family Pools shall maintain records of the training provided under this section, including the dates on which the training is provided and the individuals to whom it is provided and of who provided the training.

This Policy is approved and implemented this 28th day of January 2016.

This Policy shall be reviewed annually to ensure compliance with the Ministry of Labour and its agencies.
