



AccessForward
Vers l'accessibilité



Integrated Accessibility
Standards Regulation
Guide for Training
Implementers



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- This training resource is not legal advice and should you require assistance in interpreting the legislation or the regulation, please contact your legal adviser. This resource has been created to assist in understanding the legislation and/or regulation and does not replace the official version of the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If there is any conflict between this resource, the Integrated Accessibility Standards Regulation and the AODA, the regulation and the AODA are the final authorities.
- This resource may be used for non-commercial, not-for-profit purposes only in assisting organizations in meeting the requirements of the Integrated Accessibility Standards Regulation 191/11.
- The information presented in this guide is to be used at the discretion of the organization. The guide is intended as a resource to help organizations develop an approach to meeting the training requirements set out in section 7 and section 80.49 of the regulation. Understanding that circumstances will vary, it is expected that organizations will use this information to apply to their own individual situations and develop solutions and approaches beyond those provided here and that work best for them. Organizations are responsible for ensuring that they comply with the requirements of the regulation.



TRAINING REQUIREMENTS

Ontario's accessibility laws apply to all organizations that are provincially regulated and with at least one employee in Ontario.

Who must be trained?

You must provide training to:

- all employees and volunteers (paid and unpaid, full-time, part-time and contract positions)
- anyone involved in developing your organization's policies (including managers, senior leaders, board members and owners)
- anyone who provides goods, services or facilities on your organization's behalf (such as external contact centres or facilities management companies)

Where the term "staff" is used in this guide, it refers to employees, volunteers and others who must be trained, as applicable to your organization.

What the training must cover¹

1. Accessible customer service training

You must train all staff² on:

- the purpose of the Accessibility for Ontarians with Disabilities Act
- an overview of the requirements of the Customer Service Standard
- how to interact with people with various types of disabilities
- how to interact with people who use an assistive device or require the assistance of a service animal or support person
- what to do if a person with a disability is having difficulty accessing your organization's goods or services
- how to use any equipment or devices available in your organization that may help in serving people with disabilities
- your organization's policy on providing accessible customer service

¹ This document addresses the training requirements under section 7 and section 80.49 of the Integrated Accessibility Standards Regulation. Educators and transportation service providers have additional training requirements under section 16 and 36 of the regulation. This document does not address those requirements.

² Where the term "staff" is used in this guide, it refers to employees, volunteers and others who must be trained, as applicable to your organization. See top of page 4.



DRS ~~CHANGING~~ REQUIREMENTS

2. Work-related training

You must also provide staff with training on:

- areas of the other accessibility standards that are relevant to their work responsibilities
 - general requirements
 - information and communications
 - employment
 - design of public spaces
 - transportation
- the Ontario Human Rights Code as it relates to people with disabilities

3. When there are changes to your accessibility policies

You must also provide training when there are any changes to your organization's accessible customer service policies or your other accessibility policies.

Intent of the training

- to train all staff, no matter their duties, on providing accessible customer service and interacting with people with various types of disabilities
- to provide staff with an understanding of the other accessibility requirements of the regulation that may affect their duties and your business practices (it's not intended to be training on "how to" implement the requirements)
- to provide staff with an understanding your organization's obligations under the Ontario Human Rights Code as it relates to people with disabilities, and how the accessibility laws (AODA's Integrated Accessibility Standards Regulation) and the Code work together and how they are different



TRAINING REQUIREMENTS

Deadline to complete the training

The accessibility training requirements are now in effect for all obligated organizations. You must provide the required training:

- as soon as possible after an employee or volunteer joins your organization
- if a person's job duties change — they must learn about the accessibility requirements that relate to their new duties
- when there are any changes to your accessibility policies

Organization	Accessible customer service training*	Work-related training on the other accessibility requirements
Government of Ontario and Legislative Assembly	January 1, 2010	January 1, 2013
Large designated public sector organizations	January 1, 2010	January 1, 2014
Small designated public sector organizations	January 1, 2010	January 1, 2015
Large organizations with 50 or more employees	January 1, 2012	January 1, 2015
Small organizations with 1 to 49 employees	January 1, 2012	January 1, 2016
*Changes to the Accessible Customer Service Standard came into effect July 1, 2016. Obligated organizations need to comply with the training requirements as soon as possible.		



STEPS TO IMPLEMENTING THE TRAINING

Here are some suggested steps if you are responsible for implementing the training in your organization:



Step 1

Identify and review
your accessibility requirements

Identify your organization's accessibility requirements

- visit the Government of Ontario website at ontario.ca/accessibility
- take the AccessForward training modules, or
- read the Integrated Accessibility Standards Regulation at www.ontario.ca/laws/regulation/110191

Review your organization's obligations under the Ontario Human Rights Code (the Code) as it relates to people with disabilities

- take the video training module offered by the Ontario Human Rights Commission, or
- refer to one of the other resources on the Code

Links to module and other resources for the Code: www.accessforward.ca/ohrc

Tip:

As you review the requirements, ask yourself the following questions:

- **Which requirements** apply to my organization?
- **Who will be responsible** for putting them into place within my organization?
- **Who needs to know** about which requirements because they apply to their duties?



STEPS TO IMPLEMENTING THE TRAINING



Step 2

Decide who needs to know about which requirements

Accessible customer service training

Train all staff on providing accessible customer service and how to interact with people with different disabilities.

Work-related accessibility training

Train staff on the requirements of the other standards that apply to your organization and as they relate to their duties.

- Training needs may vary from person to person or group to group. For example, a human resources manager will need different training than a cashier.
- Some people may need training on more requirements than others.
- Some people may need more in-depth knowledge of certain requirements depending on their duties. For example, the person or team responsible for your website functions will need to know the website requirements under the Information and Communications Standard and may require further training on how to make websites accessible.

Ontario Human Rights Code as it relates to people with disabilities

Your organization must understand its requirements under the Ontario Human Rights Code (the Code) and provide training accordingly.

- As a good practice, train all staff on the Code as it relates to people with disabilities to better understand their duties and rights



STEPS TO IMPLEMENTING THE TRAINING



Step 3

Decide how to provide training

Decide on the training approach that will work best for your organization. Here are some considerations:

- Will you offer group training, individual training or both?
- Would one group training session be appropriate for various employees even though they perform different duties?
- The training does not need to be the same for all staff. For example, the training provided to management could be provided in a different format than the training provided to front-line staff.

Training format

The AccessForward modules are offered in different formats. Here are some ideas:

- online modules are ideal for individual training
- PowerPoint decks are ideal for group training
 - customize the content to cover the requirements that apply to your organization and to the duties of those you're training
 - show the introductory videos from the online modules as an introduction to your presentation, they can be downloaded at:
www.accessforward.ca/training
- text-only versions can be used as handouts at sessions or staff meetings
- small organizations have an additional option of using the training booklets, which cover the requirements specific to organizations with 1-49 employees:
www.accessforward.ca/training#booklets
- develop your own training, and use the AccessForward modules as a guide



STEPS TO IMPLEMENTING THE TRAINING

The Ontario Human Rights Commission offers resources on the Ontario Human Rights Code as it relates to people with disabilities:

- “Working Together” is a video-based training module specifically developed for the required training on the Code
- other resources offered may also be useful for training or to supplement training

Links to module and other resources for the Code: www.accessforward.ca/ohrc



Step 4

Notify those who need training

Once you’ve decided who needs to be trained, which requirements they need to know about, and how you will provide the training, then you need to notify them.



Step 5

Keep training records

You must maintain written records of your training if you are:

- a private or non-profit organization with 50 or more employees
- a public sector organization of any size

Your written records must include:

- summary of the training content (the required topics covered)
- number of people trained, and
- the dates the training was provided

Private and not-for-profit organizations with fewer than 50 employees, do not have to keep written records of their training.



STEPS TO IMPLEMENTING THE TRAINING

Tip:

- It is up to each organization to verify that training has actually been completed.
- While it is not a requirement to keep a record of who received training, recording that information may be useful in determining training requirements in the event that an individual's role or duties change in the future.

Ideas for tracking and recording the training

You can decide how you will track and record the training. Here are some ideas for ways to collect that information or you may find other ways to collect the information that work best for your organization.

Individual training

After individuals have completed their training, for example using the online modules, you can ask them to fill out a completion certificate or form and email or print you a copy.

Group training

If your organization decides to complete the training requirement in a face-to-face group session, then you might use a log sheet. Although a signature of each attendee is not required, it may be a prudent measure. You will have a record of who received the training, what they were trained on, and when they received it.

A sample completion certificate and sample tracking forms are provided on the AccessForward website at: www.accessforward.ca/training



STEPS TO IMPLEMENTING THE TRAINING

Quiz

After staff have completed the training, you may want to consider asking them to complete a quiz of questions that you can take directly from the modules and instruct them submit it to verify completion.

Install the training modules on your Learning Management System

If your organization has a Learning Management System (LMS), the training modules are available to download and install. By installing the training modules in the formats of your choice on your LMS platform, you'll be able to customize exactly how the system tracks user progress and the number of individuals who have completed the training and when.

The downloadable module files and instructions on how to install the modules on your LMS are provided at www.accessforward.ca/lms



Step 6

Provide ongoing training

Training must also occur when:

- New staff join your organization
 - consider including their training as part of their orientation, if your organization provides one
- A staff member changes roles or duties
 - identify what training they have already completed and, depending on the change in functions, if they require any additional training on the requirements
- Your organization's accessibility policies are revised
 - inform staff of the changes, for example, in an email or as an agenda item that's presented at a staff meeting





STEPS TO IMPLEMENTING THE TRAINING

For more information

- Check the AccessForward Frequently Asked Questions page for more information about the training requirements and AccessForward training resources:
www.accessforward.ca/faq
- For questions about Ontario's accessibility laws contact the Government of Ontario's AODA Contact Centre at:

Toll-free: **1-866-515-2025**
TTY: **416-325-3408** / Toll-free: **1-800-268-7095**
Fax: **416-325-3407**
- For resources to help you implement your accessibility requirements, go to the Government of Ontario website at: ontario.ca/accessibility. Select your organization type and number of employees. This will take you to the pages that outline your requirements. Links to resources are provided in the "Related" column on the right side of the page.