



# Accessibility Training

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THE GLEBE CENTRE

# Purpose

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In order to comply with the Provincial legislation on Accessibility for Ontarians with Disabilities Act 2005 (AODA), all employees, volunteers and students must familiarize themselves with the policy that is in place at The Glebe Centre.

This training is accessed through web-based training modules.

### WELCOME TO ACCESSFORWARD

This website provides free training modules to meet the training requirements under Ontario's accessibility laws (Accessibility for Ontarians with Disabilities Act). Developed in partnership with the Government of Ontario.

## GETTING STARTED

01  
STEP

Take the Customer Service training module.

Everyone in your organization must be trained on providing accessible customer service and how to interact with people with disabilities.

02  
STEP

Take the other training modules that are relevant to your work responsibilities

to get an understanding of the requirements that relate to your duties and your organization. Click on the training module to see a summary of topics to help you determine what to complete, and to see the module formats available.

03  
STEP

Take the training module on the Ontario Human Rights Code

as it relates to people with disabilities, and how the Code and Ontario's accessibility laws work together and how they are different.

## TRAINING MODULES

# Step One: Access Website

Training is located on the following website.

[www.accessforward.ca](http://www.accessforward.ca)

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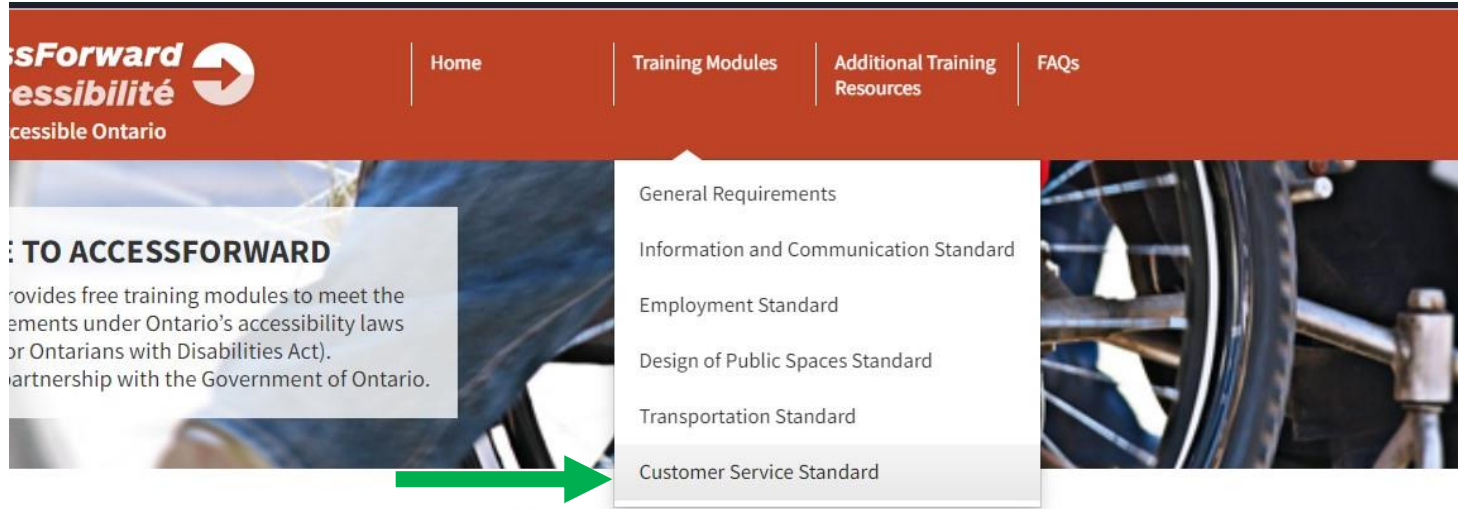
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## TRAINING MODULES

# Step Two: Training Modules

Hover mouse over Training Modules and a drop-down menu will appear.



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## TRAINING MODULES

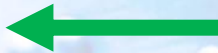
# Step Three: Customer Service Standard

Select Customer Service Standard from the drop-down menu that appears when hovering over Training Modules.

## CUSTOMER SERVICE STANDARD MODULE

This module covers the requirements for providing customer service in ways that are accessible to people with disabilities

Take the Module Online! >



### Summary of Topics

1. Introduction
2. The Requirement
3. Serving People With Disabilities
4. Summary

- ⌚ Duration: approx. 30 to 40 mins
- ✓ Knowledge Check: 7 Questions
- 📄 Certificate

### Available in Other Formats

In addition to the online version, this module is available in other formats. Use the format that best suits your needs and training methods.



# Step Four: Complete Module

Select Take the Module Online! To complete the Customer Service Standard Module.



**Integrated Accessibility Standards Regulations**

## Certificate of Training

I, ,  
certify that I have completed  
training on the:

- Required topics for the Customer Service Standard training
- General Requirements
- Requirements of the Information and Communications Standard
- Requirements of the Employment Standard
- Requirements of the Design of Public Spaces Standard
- Requirements of the Transportation Standard
- Ontario Human Rights Code, as it relates to people with disabilities

[EMPLOYEE'S/VOLUNTEER'S SIGNATURE]

[dd]/[mm]/[yy]

## Step Five: Complete Certificate

Once the training module is complete you will be prompted to complete a Certificate of Training. Please ensure that all indicated sections are completed prior to returning with your application package.