SECTION:	HUMAN RESOURCES	POLICY NUMBER:	HR 25-005
SUB-SECTION:	Learning Development	EFFECTIVE DATE:	2009-12-03
SUBJECT:	Accessibility Customer Service Standard - Learning/Training	LAST REVISION DATE:	

POLICY:

Cornwall Community Hospital will provide training/learning opportunities for all employees, members of the professional staff, volunteers, stakeholders and contracted service staff in order to provide excellent Customer Service in a manner that respects the dignity and independence of all individuals.

The training/learning will incorporate the philosophy of the *Ontarians with Disabilities Act*, (ODA) and *Accessibility for Ontarians with Disabilities Act,* 2005 (AODA) that Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from services provided by and on behalf of the organization.

PROCEDURE:

1. The Accessibility Committee will research and provide a variety of training methods and opportunities for all stakeholders to access:
   - Information Videos
   - On-line Learning Modules
   - Hospital Orientation presentation
   - Other communication methods not mentioned above

2. Human Resources will:
   - Document the training/learning outcomes into the learning/training reporting structure.

APPENDICES:	
REFERENCE DOCUMENTS:	*Accessibility for Ontarians with Disabilities Act,* 2005 (AODA) *Ontarians with Disabilities Act*, (ODA)
REPEALED POLICIES:	
APPROVAL PROCESS:	Accessibility Committee – October 26, 2009 Senior Administration Team – December 1, 2009 Board of Directors – December 3, 2009
APPROVAL SIGNATURE:	Jeanette Despatie Chief Executive Officer

Version française disponible sous l'objet "Normes d'accessibilité pour les services à la clientèle – Apprentissage/formation"