

# Program Instructions

This Program Instruction is applicable to project(s) that are checked off.

- ✓ HSA Part VII Housing Providers (Provincial Reform)
- ✓ Former Federal Program Housing Providers (S. 15.1/27, 56.1/95)
- ✓ Housing York
  - ✓ Public Housing
  - ✓ HSA Part VII

N° 2014-04

<b>Date</b>	November 11, 2014
<b>Subject</b>	<b>New Mandatory Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Training</b>
<b>Authority</b>	<i>Accessibility for Ontarians with Disabilities Act, 2005, Ont. Reg. 429/07 and Ont. Reg 191/11</i>
<b>Effective date</b>	Immediately

## Background

The *Accessibility for Ontarians with Disabilities Act (AODA)* was passed in 2005 with the goal to make Ontario fully accessible by 2025. The Ontario government has passed a number of legal requirements to help reach the goal. One legal requirement includes training to help people who serve the public understand AODA laws and how actions and words can better meet the needs of people with different types of disabilities.

There are two laws that currently outline training requirements:

- (1) Accessibility Standards for Customer Service Regulation (O. Reg. 429/07)**
- (2) Integrated Accessibility Standards Regulation (O. Reg 191/11).**

York Region must comply with the training requirements because of its role in serving the public. The law also requires that those who provide goods, services, and/or facilities for York Region also receive training. Housing providers interact with the public and provide services on behalf of the Region as social and affordable housing providers. This means that housing provider staff, volunteers, and board members who have direct contact with the public must be trained using materials developed by the Region.

## **There are two training requirements**

In 2010, the Region sent out Program Instruction No. 2010-03 requiring housing providers to make sure that every person who provides direct service to the public, or interacts with the public on behalf of the Region, receive training on how to best serve customers with disabilities. Housing providers must continue to follow this program instruction. If you have staff who have not completed the training, the 30 minute training video called *Accessible Customer Service*, can be found [here](#) or at [www.york.ca](http://www.york.ca), About York Region, Accessibility, Accessibility Policies and Training.

## **WHAT'S NEW**

In 2013, the Ontario government introduced additional training requirements. Anyone that has direct contact with the public must complete the new training.

The training is in video format. ***AODA Training, Creating an Accessible York Region***, covers three topics:

- providing goods and services to people with disabilities
- legal requirements and accessibility standards
- how the *Human Rights Code* as applies to people with disabilities.

## **HOUSING PROVIDER RESPONSIBILITIES**

### **(1) View the Video**

View the training video, ***AODA Training: Creating an Accessible York Region***. All housing provider staff, volunteers, and board members who provide direct service to the public must view the video. The video is about 45 minutes and is available in accessible formats, e.g. closed captioned. It can be viewed in a single segment, or in two separate segments.

The training can be found [here](#) or at [www.york.ca](http://www.york.ca), About York Region, Accessibility, Accessibility Policies and Training, or you may contact your Program Coordinator for a DVD.

### **(2) Review York Region's Accessibility Policy**

We have attached the policy for your reference. The policy can also be found on the Region's accessibility website, using the same link noted above.

### **(3) Complete and sign the attached Training Certificate and submit it to your Program Coordinator by February 20, 2015.**

Once staff, volunteers, and board members (if they have contact with the public) have completed the training, please complete the attached certificate and have the Chair/President of your Board sign the certificate to let us know that training has been completed. Send the signed certificate to your Program Coordinator.

#### **(4) Train New Staff**

Housing providers should ensure that all new staff members, volunteers, and board members receive training – both the new training and the training introduced in 2010.

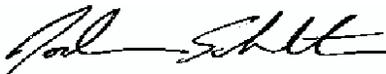
**The new mandatory training outlined in this Program Instruction, 2014-04, does not replace the training requirements outlined in Program Instruction, 2010-03. Both are required.**

### **IMPORTANT AODA NEWS**

The Ontario Human Rights Commission (OHRC) has released a Policy on preventing discrimination based on mental health disabilities and addictions. The policy provides assistance on how to define, assess, handle and resolve human rights issues related to mental health and addiction disabilities. There are several examples throughout the document describing how this policy applies to social housing providers.

For more information on this policy, and other human rights issues that affect people with mental health disabilities or addictions, please go to the Ontario Human Rights Commission website at [www.ohrc.on.ca](http://www.ohrc.on.ca).

Please contact your Program Co-ordinator if you have any questions.



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This document is available in an accessible format or with communication supports upon request.

