



Affordable Housing Program Information

This Information applies to the following Housing Providers:

- √ East Markham Non-Profit Homes
- √ Hesperus Fellowship Village
- √ Mount Albert United Church Senior Citizen Foundation
- √ Reena
- √ Housing York Inc. (Regional Housing) Program

Date November 11, 2014

Subject **Mandatory Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Training**

Authority *Accessibility for Ontarians with Disabilities Act, 2005, Ont. Reg. 429/07 and Ont. Reg. 191/11*

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 (if they deal with the public) must be trained using materials developed by the Region.

Housing Providers are required to complete 2 video-based training resources

- 1) Staff, volunteers, and board members who have direct contact with the public in delivering affordable housing must complete training on how to best serve customers with disabilities. The 30 minute training video called *Accessible Customer Service*, can be found here or at www.york.ca, About York Region, Accessibility, Accessibility Policies

and Training. Some housing providers may have already completed this training.

2) In 2013, the Ontario government introduced additional training requirements. The Region has developed a training video, *AODA Training: Creating an Accessible York Region*, covering three topics:

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

The video is about 45 minutes and is available in accessible formats, e.g. closed captioned. It can be viewed in one 45-minute video or in two separate parts. The training can be found here or at www.york.ca, About York Region, Accessibility, Accessibility Policies and Training, or you may contact your Program Coordinator for a DVD.

Action Required

(1) View the Training Videos

All housing provider staff, volunteers, and board members who provide direct service to the public must view the training video, *AODA Training: Creating an Accessible York Region*. If not already completed, the *Accessible Customer Service* training video must also be viewed.

(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 by clicking here or at www.york.ca, About York Region, Accessibility, Accessibility Policies and Training.

(3) Complete and sign the attached Training Certificate, and submit the signed certificate to your Program Coordinator by February 20, 2015

Once staff, volunteers, and board members have completed the training, please complete the attached certificate and have your Chair/President of your Board send the signed certificate to your Program Coordinator.

(4) Train New Staff

Housing providers should ensure that all new staff members receive AODA training.

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.

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

A handwritten signature in black ink, appearing to read 'Josh Scholten', enclosed in a thin black rectangular border.

Joshua Scholten
Acting General Manager
Housing Services
Community and Health Services Department

This document is available in an accessible format or with communication supports upon request. Contact: 905-830-4444 ext. 72052.