

**POLICY – TRAINING**

---

- 18.0 The LHIN is required to provide training to all employees, volunteers, secondees, and others, such as external contractors, who deal with the public on the LHIN's behalf. The LHIN must also train all others who are involved in the development customer service policies, practices and procedures. For the purposes of this policy and ease of reference, "employees" encompass all of the above groups.

**PROCEDURES**

Training includes the following elements:

- 19.0 Review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 20.0 How to interact and communicate with people with various types of disabilities.
- 21.0 How to interact with people with disabilities who use an assistive device, service animal or support person.
- 22.0 How to use the equipment or assistive devices available at the LHINs (if applicable).
- 23.0 What to do if a person with a particular type of disability is having difficulty accessing your goods or services.
- 24.0 Information regarding the LHIN policies, practices and procedures relating to the customer service standards.

**Timing of Training**

- 25.0 All current employees who work with the public should be trained immediately.

- 26.0 All new employees who work with the public should be trained as soon as practicable and it is recommended that training take place within 60 days after commencing employment.
- 27.0 Current employees who assume new job responsibilities that include interaction with the public should be trained as soon as practicable and it is recommended that training take place within 60 days after commencing these new job responsibilities.
- 28.0 Employees should also be trained on an ongoing basis when changes are made to the policies, practices and procedures.

### **Method of Training**

All LHIN staff should be provided the mandatory training as follows:

- 29.0 Serve-Ability: Transforming Ontario's Customer Service: e-learning module provided by the Accessibility Directorate that takes approximately 45 minutes to complete.  
  
<http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html>
- 30.0 Please see LHIN Best Practices, Tools and Templates for a sample certificate received at the end of the training; it is recommended that a copy of a completed certificate should be kept with the training records.
- 31.0 A review of all policies, procedures and practices contained in this document.
- 32.0 A review of all best practices, tips, techniques and templates as contained in the document LHIN Best Practices, Tools and Templates.
- 33.0 LHIN-specific policies, practices or instructions with respect to assistive devices that a LHIN might possess.
- 34.0 The training may not be exactly the same for all staff and need not be delivered in the same manner as long as it meets the requirements as outlined above.

### **Record of Training**

- 35.0 The LHINs are required by the regulations to keep a record of all training provided under the AODA and Regulation 429/07. The training records to be maintained include the date on which training was provided, the type of training, and participants.