

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021-8
<b>Section</b>	Customer Service	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Training Policy</b>	<b>Page</b>	Page 1 of 4
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant		

### **POLICY**

Villa Italia Retirement Residence will ensure that all staff and volunteers are appropriately trained, knowledgeable and skilled in providing goods, services, programs and opportunities to persons with disabilities. Training will be provided in an ongoing manner as long as there are changes to policies, procedures and practices governing the provision of goods and services to persons with disabilities.

### **PRINCIPLES**

The training will include the core principles of ongoing respect for human dignity, independence, integration and equity of opportunity, while recognizing that persons who have disabilities are "People First".

### **PURPOSE**

To ensure that all staff and volunteers acting on behalf of Villa Italia Retirement Residence are appropriately trained, knowledgeable and skilled in providing goods, services and opportunities to persons with disabilities pursuant to the Customer Service Standard.

### **GOALS**

To provide accessibility and inclusion training that will facilitate efficient, effective and respectful provision of services, programs and opportunities to all persons with disabilities.

### **RESPONSIBILITY**

It is the responsibility of all management, staff, and volunteers, agency workers, contractors and consultants, working on behalf of Villa Italia Retirement Residence, to follow and carry out the procedures outlined below.

All management, staff, and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

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All staff that work with or contracts agency workers, contractors and/or consultants to work on behalf of Villa Italia Retirement Residence will ensure that they are made aware of the purpose and intent of this policy and its procedures.

### PROCEDURES

1. Villa Italia Retirement Residence will provide training to department managers, employees, and volunteers.
2. All existing will receive the required training. All staff hired after December 31, 2011 will receive training during orientation.
3. Department managers will ensure that employees are being trained on an ongoing basis or made aware when changes are made to the Customer Service Standard (CSS) policies, practices and procedures and receive updated training every 5 years.
4. The Executive Assistant will keep records of all staff trained.
5. The staff will be provided with training that is relevant to their duties, responsibilities and interaction with the public.
6. New managers will be trained on the policies, practices and procedures within one month of being hired or as soon as possible thereafter.
7. New staff and volunteers will be trained on policies, practices and procedures at the time of orientation or within a reasonable period of time but no later than three months of starting with Villa Italia Retirement Residence.
8. New staff and volunteers will be required to read the policies and procedures regarding the Customer Service Standard.
9. All agency workers, third parties, contractors and consultants working on behalf of Villa Italia Retirement Residence must provide proof of accessibility training before being awarded a contract that is in accordance with the training requirements of the Customer Service Standard.

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10. The training curriculum will be reviewed regularly, by the Executive Assistant to ensure that it remains up-to-date with current legislation, practices and upcoming Accessibility for Ontarians with Disability Act, 2005 standards.

11. Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- How best to interact and communicate with people who have a wide range of disabilities.
- How to interact respectfully with people with disabilities who use assistive devices or are accompanied by a service animal or a support person.
- How to assist persons who have disabilities access services, programs and opportunities offered by Villa Italia Retirement Residence.
- How to use equipment or assistive devices, e.g. wheelchairs, walkers, etc. made available on the premise otherwise, how to access internal staff that will assist them to do so.
- What to do if a person with a disability appears to be having difficulty accessing goods and services offered by Villa Italia Retirement Residence. This will include asking the person whether they need assistance.
- The policies, practices and procedures relating to the Customer Service Standard.

12. Training and awareness regarding the Customer Service Standard will be provided to the following departments:

- Management
- All Existing Employees (hired prior to December 2011)
- All newly hired employees
- All newly hired managers (hired prior to December 2011)
- Volunteers
- Agency workers, consultants and contractors must provide proof of Customer Service Standard training in accordance with and as outlined in number 11 above.

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### FORMS

Confirmation of Training for Accessible Customer Service – Form # HS-FRM-089

Contractor Compliance Statement – Form # HS-FRM-094

Accessible Customer Service Training Record – Form # HS-FRM-095

**VILLA ITALIA RETIREMENT RESIDENCE**  
**Confirmation of Training for Accessible Customer Service**  
**FORM # HS-FRM-089**

I have received training about the Accessibility for Ontarians with Disabilities Act, 2005, the Accessibility Standards for Customer Service, Ontario Regulation 429/07, on how to communicate and interact with people with disabilities and best practices for providing accessible customer service to people with disabilities.

This training was in the following format:

- Video
- Training Workshop
- Resource Book
- Other

Name:	
Position:	
Date of Training:	
Signature:	

**VILLA ITALIA RETIREMENT RESIDENCE  
FORM # HS-FRM-094**

**CONTRACTOR COMPLIANCE STATEMENT**

I, the undersigned, in submitting this Accessibility Compliance Form to:

Villa Italia Retirement Residence

on behalf of \_\_\_\_\_

(Name of Contractor or Company Name)

have authority to bind the Company and do hereby make the following statements that I certify to be true and complete in every respect.

I acknowledge that as a vender of Villa Italia Retirement Residence, we are bound to comply with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as amended from time to time.

In accordance with the requirements of Section 6 of the regulation, I understand that effective January 1, 2012 all individuals who provide service to or on behalf of Villa Italia Retirement Residence must receive training that includes the following content:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device, service animal or support person;
- How to use the equipment or assistive devices available on the premises that may assist in the provision of goods and services to people with disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing goods or services; and
- Villa Italia Retirement Residence`s Customer Service Policy and related procedures and practices.

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**CONTRACTOR COMPLIANCE STATEMENT**  
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I certify that effective January 1, 2012 at the latest, all required training will be received by current and future new employees, agents, sub-contractors, volunteers, or others for whom we are responsible, prior to providing goods or services to, or on behalf of, Villa Italia Retirement Residence.

I certify that we will track the training of employees, agents, sub-contractors for whom we are responsible and will produce a written record of completed training as required under the Customer Service Standard, upon request.

I understand Villa Italia Retirement Residence is relying on this certificate to ensure that any employees, sub-contractors or other representatives of \_\_\_\_\_ who have any dealings with the public on behalf of Villa Italia Retirement Residence have received training as required by Accessibility Standards for Customer Service, Ontario Regulation 429/07.

I understand that if this certificate is found not to be true and complete in every respect, Villa Italia Retirement Residence has the authority to discontinue the services with \_\_\_\_\_.

I am authorized by \_\_\_\_\_ to sign this certificate, and to submit it on behalf of the company.

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, Province, PC: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

