



Accessibility Training

Document: PO-AA-01
Revision no. 06
Revision Date: 20210414

Privacy: General

1.0 Overview

Common Collection Agency is committed to providing training for all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures to provide goods and services in a way that respects the dignity and independence of people with disabilities.

This training will be provided within the probationary period, after employees commence their duties.

Employees will also be trained on an ongoing basis when changes are made to accessibility (AA) policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or assistive devices available on the premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing goods and services
- Internal policies, practices and procedures relating to the Accessibility for Ontarians with Disabilities Act, 2005

“Disability” under the Ontario Human Rights Code means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

2.0 Reference

PO-AA-02 Assistive Devices
PR-AA-01 Accessible Communication
PR-AA-02 Service Animals
PR-AA-03 Notification of Temporary Disruption of Services
PR-AA-04 Feedback Process
PR-AA-05 Workplace Emergency Response
PR-AA-06 Emergency Procedures, Plans or Public Safety Information
PR-CO-02 Third Party Contact – Assistance, Consent and Renewal




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3.0 Change Management Table

Review Date:	20210414		
Approved By:	Reeza Mohammed		
Position:	Sr. Manager, Client Services		
Review revision history			
Revision #	Revision Date	Description of changes	
01	20160502	Reviewed and updated QA Manager	
02	20170717	Reviewed	
03	20180528	Reviewed	
04	20190624	Reviewed	
05	20200622	Reviewed	
06	20210414	Annual Review	