

# Accessibility for Ontarians with Disabilities Act: Staff Training Requirement

The [Accessibility for Ontarians with Disabilities Act](#), 2005 requires that staff received mandatory training on Accessible Customer Service and on the Human Rights Code. To ensure compliance with the Act, we are asking staff to complete the following:

## Customer Service Standard

The Customer Service Standard requires organizations and businesses to provide accessible customer service to people with disabilities. Training on providing accessible customer service and how to interact with people with disabilities is a key requirement of the standard.

This module can be completed [online](#); or by reviewing the attached.

## Human Rights Code

The Ontario Human Rights Code (the Code) provides for equal rights and opportunities, and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.

At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” so they can do their job duties.

The training module can be completed [online](#); or you can review the attached brochure.

## Proof of Completion

I, \_\_\_\_\_ have completed the Customer Service Standard and Human Rights Code accessibility related training and my certificate of completion is attached to this form (if completed online). I understand that it is my obligation to fully review and understand the training material that has been provided to me and to complete the training fully.

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Signature

Date