



TRAINING SUMMARY

RSMac Consulting Inc.
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COURSE NAME AODA TRAINING (Ontario) LENGTH 60 mins

COST see website rsmac.ca LANGUAGE English/French VOICEOVER Yes

DESCRIPTION

This course covers the Accessibility for Ontarians with Disabilities (AODA) requirement for Ontario. Not every disability is visible. Approximately 15.5% of Ontarians have a disability. These can include vision disabilities, deafness or hard-of-hearing, intellectual disabilities, developmental disabilities or even mental health disabilities. The AODA was developed by the Ontario Government to ensure that the province is accessible for all people and to remove any barriers it can. It requires that every employer and employee in Ontario to take training on the AODA and the Ontario Human Rights Code. In taking this module, participants will learn:

- The intent and purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- How to interact and communicate with those with disabilities
- What policies, procedures and processes are related to providing customer service to those with disabilities

LEARNED TOPICS/OBJECTIVES

Topics Covered:

Upon successful completion of the program, you will be knowledgeable and/or demonstrate proficiency in:

- The AODA and its purpose
- The definition of a disability under the AODA and Human Rights Code
- The different barriers experienced by those with disabilities
- Customer service compliance standards
- How to interact and communicate with those with a disability using the TALK to me approach
- Different types of disabilities and tools to help overcome barriers.

ASSESSMENT

Testing conducted throughout this course is designed to reinforce the information presented. A mark of 80% must be achieved in order to receive a certificate of completion. Participants are able to repeat the course if the pass mark is not achieved. Upon successful completion of this online course, a certificate of completion will be available for download and printing.

Discounted pricing starts at 3 or more courses. Pricing available for individuals or companies. Contact RSMac Consulting Inc's Learning Centre team directly at training@rsmac.ca for a quote on volume discounts and discuss our Learning Management System for companies.