

AODA: Customer Service

Training

Overview:

Fleming College is committed to increasing accessibility to our services for persons with disabilities who study, visit or work at the College. We can increase accessibility by proactively identifying and removing barriers so persons with disabilities can receive service in a respectful way.

All leaders, faculty, staff, volunteers, third party contractors and others who interact with, or provide service to members of the public, are to ensure they meet the expectations of *Fleming's Policy #3-341 – Accessibility for Persons with Disabilities; #7-701 – Access and Accommodation for Students with Disabilities*, and the *Accessibility Standards for Customer Services* under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

AODA Requirement:

- 1) Training about accessible goods and service must be provided to:
 - a) faculty, staff, contractors, volunteers and others who interact with members of the public, and,
 - b) every person involved in the development of policies, practices, and procedures regarding the provision of goods and services
- 2) Training is to occur on an on-going basis in connection with changes made to relevant policies, practices and procedures.
- 3) Training is to be provided to each person as soon as practicable after he or she is assigned applicable duties.

Fleming Approach:

At Fleming, we are committed to ensure that the above training takes place. All members of the Fleming community are to ensure they receive the appropriate AODA training.

Training Options:

- 1) In-person learning sessions upon request, facilitated by the Diversity Coordinator and Disability Services.
- 2) In CD format, upon request (Diversity Coordinator).
- 3) On-line Training (via the staff portal under "My Self Service").

On-Line Training:

Employees have access to a new online e-learning training module designed specifically for Ontario College administrators. This 40 minute module will help you better manage services for customers with disabilities.

In January 2008, a new Accessibility Standard for Customer Service came into effect in Ontario. This Standard (along with four others in the process of development) aims to make Ontario fully accessible by 2025. Algonquin College, in partnership with Colleges Ontario and the Accessibility Directorate of the Ministry of Community and Social Services, developed this training module to assist colleges in meeting their legislated training requirements.

There are two versions of the training available:

HTML:

This version was built to meet accessibility standards, and was designed for disabled users who find it difficult to access computer based material, e.g. visually impaired users utilizing a screen reader, or those who do not have Flash on their computers. To navigate from one screen to the next, please click on the "Next" button at the bottom of each screen.

Flash:

This version contains multi media content and is the version of choice for non-disabled users. If you find it difficult to access computer based material, e.g. visually impaired users utilizing a screen reader, or you do not have Flash on your computer, please use the HTML version which has been designed to meet accessibility standards. To navigate from one screen to the next, please click on the "right arrow" key at the bottom of each screen.

It is recommended that you take the training using speakers or headphones. In the Flash version, you will need to wait for the audio portion of the page to complete prior to clicking on any links that provide additional information.

We have designed this training to automatically notify Human Resources that you have completed the training.

For more information on the Standards, please see the Ministry web site at:

<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario>

We hope you find the module informative. If you have any questions about the training or improving accessibility at Fleming, contact Debbie Harrison, Diversity Coordinator at **debharri@flemingc.on.ca** or call 705-749-5530 ext. 1179. For technical problems operating the program, contact **itsupport@flemingc.on.ca**