



Training for Staff

KidsAbility will provide training to employees, volunteers, Board of Directors and others who deal with the public or other third parties on their behalf. In addition to providing training to all existing staff, all new staff members will receive training as part of their Orientation to KidsAbility.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005, and the requirements of the Customer Service Standard
- KidsAbility's plan related to the Customer Service Standard
- How to interact and communicate with people with various disabilities
- How to interact with people with disabilities who use assistive devices, require the assistance of a service animal, or require the assistance of a support person
- How to use the equipment or devices available at KidsAbility that may help provide services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing KidsAbility or its services

Any changes or updates to the regulations or this plan