

Human Rights & Accessibility Training Policy

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The following Policy has been released with the purpose of ensuring that all Queen's College employees receive proper training on Accessibility according to their roles and responsibilities. With this in mind, we will approach the training needs from two specific perspectives as follows:

- Training for all employees
 - Training for instructors (Educators).
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1. Employees

1.1. Awareness

Following the Guidelines and instructions under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Queen's is committed to meeting its obligation to provide training on the requirements of the accessibility standards referred to in this regulation and on the Human Rights Code concerning persons with disabilities.

The following topics must be included in the general onboarding process training provided to all new College employees during their first month of employment.

- Ontario Human Rights Code
- Integrated Accessibility Standards Regulation (IASR)
- Information and Communications Standards
- Employment Standards

This training and the corresponding modules will also be available and accessed through our learning Management System (LMS) – Moodle.

For pre-existing employees, a specific timetable will be developed. Each department head will ensure that their corresponding staff teams complete their training.

Every employee must complete the training module and check for acknowledgement of their completion.

1.2. Customer Service Standard

To ensure that the College complies with the AODA, everyone who interacts on its behalf with the public must be trained in accessible customer service. This training requirement applies to all faculty, staff, managers, and senior administrators.

This training will be provided in the form of Professional Development on a scheduled basis, ensuring the training will be interactive and effective on:

- AODA and its purpose and application to the College Community
- Understanding the Customer Service Standard and the corresponding requirements colleges must meet
- Principles of accessibility and best practices for interaction with individuals with disabilities.

2. Instructors

Under the AODA, every educator in the province must complete a module on accessible instruction. The goal of this training is to provide employees responsible for the design, delivery and/or instruction of courses with strategies to enhance accessible teaching methods while enriching the learning experience of students with disabilities.

This training will be provided in the form of periodical Professional Development Sessions addressing:

- AODA and the IASR and their impact on program and course design, delivery, and instruction
- Barriers some students may face in accessing learning and strategies for accessibility improvement
- Principles of Universal Design for Learning as one framework for accessible education.

References

[Ontario Human Rights Code, R.S.O. 1990](#)

[Accessibility for Ontarians with Disabilities Act \(AODA\) 2005](#)

[Integrated Accessibility Standards \(Ontario Regulation 191/1\)](#)