

AODA TRAINING CERTIFICATE

TO: THE REGIONAL MUNICIPALITY OF YORK (the “**Region**”)
Pursuant to section 6 of *Ontario Regulation 429/07, Accessibility Standards for Customer Service Regulation* and section 7 of *Ontario Regulation 191/11, Integrated Accessibility Standards Regulation* (the “**Regulation**”), made under the AODA, the _____
[Housing Provider] shall ensure that all of its employees, agents, volunteers, or others engaged by the _____ **[Housing Provider]** in the delivery of goods, services and/or facilities under this Agreement receive training on the requirements of the accessibility standards and on the *Human Rights Code* as it pertains to people with disabilities. Such training shall be provided in accordance with section 6 and 7 of the respective Regulations and shall include, without limitation, a review of the purposes of the AODA, the requirements of the Regulations, and on the *Human Rights Code* as it pertains to people with disabilities.

The **[Housing Provider]** represents and certifies to the Region that:

- the AODA training provided by the **[Housing Provider]** includes the following:
 - A review of the purposes of the AODA, the requirements of the Regulations and the *Human Rights Code*;
 - How to interact and communicate with persons with various types of disability including persons with disabilities who use assistive devices or require the assistance of a guide animal, or support person.
 - How to use equipment or devices that are available on the premises that may assist in the provision of goods and services to a person with a disability.
 - What to do if a person with a particular type of disability is having difficulty accessing the **[Housing Provider’s]** goods or services.
- the **[Housing Provider]**, its employees, agents, volunteers, and other persons engaged by the **[Housing Provider]** in the provision of goods, services and/or facilities under this Contract have received the required AODA training;
- the required AODA training is delivered on an ongoing basis, including new employees, agents, volunteers and other persons engaged by the **[Housing Provider]**;
- the **[Housing Provider]** keeps a record of the training provided and the number of individuals who have received AODA training;
- under this Contract the AODA training is require by the following number of individuals: _____; and
- the following number of individuals have received AODA training as of the date of this Certificate: _____

The source of the AODA training provided by the **[Housing Provider]** is:

- York Region Accessible Customer Service Training
- Integrated Accessibility Standards Training – *AODA Training: Creating an Accessible York Region*
- Alternate training program that meets the requirements listed above

(INSERT NAME OF [HOUSING PROVIDER]) – Board of Directors Chair/President Signature

Required

Per: _____

Date: _____

Name:

Title: