



Training your employees and volunteers

To help make Ontario accessible to people with disabilities, the Integrated Accessibility Standards Regulation (IASR) requires all organizations in the province that have at least one employee to train their staff about this law. This summary will help you find out what you need to do.

When do I need to comply?

This requirement is being phased in over time, to give smaller organizations and private businesses time to prepare.

Government of Ontario		2013
Public sector organizations	50+ employees	2014
	1-49 employees	2015
Private sector & non-profit organizations	50+ employees	2015
	1-49 employees	2016

What do I have to do?

You must provide training on:

- the IASR requirements that apply to your organization's business, and
- what you have to do under the Ontario Human Rights Code (related to disabilities).

You must provide the training to:

- all employees and volunteers, including paid and unpaid positions
- anyone who is involved in developing your organization's policies, including managers, senior leaders, directors and owners, and
- anyone who provides goods, services or facilities on your behalf, such as facilities management and contact centres.



How do I do it?

You have the flexibility to decide the best way to provide training for your organization. Here are some things to consider.

Train staff based on their duties

Assess the IASR's requirements against the duties of your organization's people. Then, tailor the training to help them do their jobs. For example, a human resources manager may need different training than a cashier. If you use job descriptions, they may help you determine training needs.

Training formats

You can provide the training in many ways. For example, you could:

- make a separate training program
- include it as part of an orientation session or staff meeting, or
- incorporate it into your overall training program.

You can use handouts or presentations at sessions or staff meetings, or offer online training modules.

Example

Elisabeth manages a busy community centre. She's making the training part of the centre's existing training and development activities. Facilities management staff will be trained at their next meeting. Other employees will receive their training during a staff development day.

Timing

You need to provide ongoing training about the requirements. For example, when new employees start or when your accessibility policies change, you should provide training as soon as possible.

Training Records

All organizations — except private sector and non-profit organizations with 1-49 employees — must also keep a record of the number of people who are trained and when.

Want more detailed information?

[Read our policy guidelines.](#)

[Read the Integrated Accessibility Standards Regulation 191/11.](#)