Training Schedule – DRAFT

Staff training is important for the implementation of the Action Plan and realization of an accessible and inclusive community. A number of resources for training programs were identified and explored. One of the most complete training programs in Canada has been developed by Ontario for implementation of the *Accessibility for Ontarians with Disabilities Act* (AODA). As these are the best available modules, they are included below; however, the RMOW recognizes that it is operating in a different regulatory framework and these modules may need to be prefaced that some of the mandatory requirements of the AODA are not required in B.C., but could be considered best practices. Should training modules specific to B.C. be produced, then these training modules would be utilized in lieu of those listed below. Any additional changes to provincial accessibility standards will be utilized and incorporated into the training and assessment schedules and staff resources.

Staff / Dept	Training type and time estimates
All new or reassigned employees	Provide all new or reassigned employees appropriate accessibility training modules in their orientation package
Frontline (front desk, Village Hosts, program delivery, Meadow Park Sports Centre trainers, Bylaw)	Customer service training (approx. 30-40 mins) on serving persons with disabilities, including awareness, access, and operation of adaptive equipment at specific locations and awareness of customer feedback channels Conflict Resolution training (approx. 30 mins)
Festivals and event staff (RMOW and Tourism Whistler Conference Centre staff)	Customer service training (approx. 30-40 mins) on serving PWDs
Human Resources, Managers and Supervisors from all departments	Employment Standard Module (approx. 15 mins) *Include explicit training for managers and supervisors on how accessibility and inclusion applies to their staff (approx. 10 mins)*
Emergency Program Coordinator	CMIST Functional Needs Framework Training (approx. 3 hours)
Parks Planning, Village Crew and Facility Construction Management	AODA Design of Public Spaces Standard Module (approx. 15 mins)
IT	Information and Communications Standard Module (approx. 17 mins)
Communications	Information and Communications Standard Module (approx. 17 mins) Training on Communications guidelines (approx. 15 mins)
Transit/transportation	Transportation Standard Module (approx. 12 mins)
Procurement (purchasing staff from all departments)	AODA general requirements training module (approx. 12 mins) Procurement webinar (approx. 53 mins) checking external products are accessible