

Improving Access to Gender-Based Violence Services: Communicating and Interaction with People with Disabilities or Who are Deaf

About this course

In this self-paced module, you will learn what you and your organization can do provide services that are accessible and barrier-free. Utilizing. You will learn more specifically about your requirements under the Accessible Ontarian's Disabilities Act and how to put this into practice. Through the use of fact sheets, scenarios and videos, you will be better equipped at including all women in your services. This course was developed in collaboration with Springtide Resources..

You will learn

1. The purpose of the AODA
2. Understand how the Customer Service Standard applies to your GBV service agency and what this means for the work you do (as a volunteer or staff member)
3. Understand various types of disabilities and common barriers encountered with people with those disabilities

After completion you will be able to

1. Identify the different types of disabilities
2. Interact and communicate effectively with people with various types of disabilities
3. Interact effectively with a person using an assistive device, service animal, or support person
4. Apply techniques to know how to assist people with various disabilities
5. Apply problem solving to know what to do if a person is having difficulty accessing services at your agency

How do I register?

To gain access to this course, please register with the Training Hub to set up your free account by visiting training.oaith.ca.

