



Subject: Mandatory AODA and Human Rights Training

Please note the below instructions and link to complete the Customer Service Standard module of the required AODA training:

Click on this link: <https://www.accessforward.ca/customerService/intro>

To complete the Working Together- The Code and AODA training :

Click on this link: www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act

Please complete all 5 parts; this should take no longer than 20 minutes.

Once complete the above modules please click on the below link and fill in the certificate (stating completion of the Required Topics for the Customer Service Standard and the Ontario Human Rights Code, as it relates to people with disabilities) and forward to your HR Representative for your records.

[https://www.accessforward.ca/resources/ADO_TrainingCertificate_v5\(6July16\)%20\(2\).pdf](https://www.accessforward.ca/resources/ADO_TrainingCertificate_v5(6July16)%20(2).pdf)

If you have any questions or concerns please contact your local HR Representative.