**AODA & PHIPA TRAINING MODULE**

**Accessibility, Privacy & Human Rights in First Aid Training**

**Module Duration:** 30-45 minutes  
**Delivery Method:** Interactive lecture with scenarios  
**Location in Curriculum:** Module 1 (Introduction and Legal/Ethical Considerations)  
**Assessment:** Integrated into Module 1 written evaluation

**MODULE LEARNING OBJECTIVES**

By the end of this training module, participants will be able to:

1. Explain the purpose and requirements of the Accessibility for Ontarians with Disabilities Act (AODA)
2. Identify their responsibilities under the Ontario Human Rights Code
3. Provide accessible customer service and recognize accommodation needs
4. Define personal health information under PHIPA
5. Apply appropriate consent procedures when collecting medical information
6. Maintain confidentiality and privacy when providing first aid
7. Recognize and respond to privacy breaches
8. Understand circle of care principles in emergency response

**PART 1: ACCESSIBILITY & HUMAN RIGHTS**

**THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)**

**What is the AODA?**

The AODA was passed in 2005 to make Ontario fully accessible by 2025. The Act requires organizations to:

* Identify, remove, and prevent barriers for people with disabilities
* Meet accessibility standards in five key areas
* Provide training to employees on accessibility and the Human Rights Code

**Key Fact:** Over 2.6 million people in Ontario (about 1 in 5) have a disability.

**Why This Matters for First Aiders**

As a trained first aider, you will:

* Interact with people with diverse abilities
* Need to adapt your communication and assessment techniques
* Ensure emergency response is accessible to all
* Maintain dignity and independence of people you assist
* Support workplace accessibility as a safety representative

**The Five AODA Standards**

**1. Customer Service Standard**

**Applies to:** How you interact with colleagues who need first aid

**Key Requirements:**

* Communicate in a manner that considers the person's disability
* Welcome service animals and support persons
* Provide notice of temporary service disruptions
* Have a process for feedback and accommodation requests

**First Aid Application:**

* Person with visual impairment: Identify yourself clearly, explain what you're doing before touching them
* Person with hearing impairment: Face them directly, speak clearly, write notes if needed
* Person with mobility device: Ensure access to first aid station, do not move their assistive device without permission
* Service animal: Do not separate person from their service animal during treatment

**2. Information and Communications Standard**

**Key Requirements:**

* Provide information in accessible formats upon request
* Make websites accessible (WCAG 2.0 Level AA)

**First Aid Application:**

* Emergency action plans available in multiple formats
* Visual and auditory alarm systems
* Clear signage with pictograms
* Accessible safety training materials

**3. Employment Standard**

**Key Requirements:**

* Individual accommodation plans
* Return to work processes
* Workplace emergency response information for employees with disabilities

**First Aid Application:**

* Know which employees have disclosed disabilities requiring accommodation
* Have personalized emergency response information (without violating privacy)
* Understand how to assist employees with specific needs during evacuation

**4. Transportation Standard**

*Less relevant to first aid but good to know exists*

**5. Design of Public Spaces Standard**

**Key Requirements:**

* Accessible pathways, ramps, washrooms
* Service counters at accessible heights

**First Aid Application:**

* First aid station accessible to people using mobility devices
* Clear pathways to emergency exits
* Accessible emergency equipment (AED mounted at reachable height)

**Ontario Human Rights Code**

The Human Rights Code protects people from discrimination based on:

* Disability (physical and mental)
* Age
* Sex, gender identity, gender expression
* Race, ancestry, colour, ethnic origin
* Religion
* Family status
* And other protected grounds

**Your Duty as a First Aider:**

* Provide first aid without discrimination
* Accommodate needs to the point of undue hardship
* Maintain respectful, inclusive approach
* Do not make assumptions based on appearance or identity

**Types of Disabilities (May Not Always Be Visible)**

**Physical Disabilities:**

* Mobility impairments
* Chronic pain conditions
* Respiratory conditions
* Vision or hearing loss

**Cognitive/Developmental Disabilities:**

* Intellectual disabilities
* Learning disabilities
* Autism spectrum disorder

**Mental Health Disabilities:**

* Anxiety disorders
* Depression
* PTSD
* Other mental health conditions

**Acquired Brain Injury:**

* Stroke effects
* Traumatic brain injury
* Concussion

**Episodic Disabilities:**

* Epilepsy
* Diabetes
* Multiple sclerosis
* Lupus, arthritis

**Remember:** Not all disabilities are visible. Never assume you know someone's abilities or needs.

**The Four Core AODA Principles**

**1. DIGNITY**

Treat people with respect and allow them to maintain their self-respect.

**First Aid Example:**

* Ask before helping: "How can I best assist you?"
* Don't make assumptions about what someone can or cannot do
* Address the person directly, not their support person or interpreter
* Use person-first language: "person with a disability" not "disabled person"

**2. INDEPENDENCE**

Allow people to do things on their own without unnecessary help.

**First Aid Example:**

* Offer assistance, don't impose it
* If someone declines help, respect their choice (unless life-threatening)
* Ask: "Would you like me to bring the first aid kit to you, or can you come to the first aid station?"

**3. INTEGRATION**

Provide the same service to everyone, in the same place, in the same way.

**First Aid Example:**

* Don't segregate first aid services
* Everyone receives the same quality of care
* Same access to emergency equipment and procedures

**4. EQUAL OPPORTUNITY**

Ensure everyone has equal access to services.

**First Aid Example:**

* Multiple ways to request first aid assistance (phone, intercom, alarm, mobile)
* Accessible first aid station location
* Alternative assessment techniques if needed

**Practical First Aid Scenarios: Accessibility**

**Scenario 1: Worker Using a Wheelchair - Minor Cut**

* ❌ WRONG: "Let me push you to the first aid room."
* ✅ RIGHT: "Would you like me to bring the first aid kit here, or would you prefer to go to the first aid station? I can walk with you or help if needed."

**Scenario 2: Worker with Visual Impairment - Potential Injury**

* ❌ WRONG: [Grabbing their arm] "Come with me!"
* ✅ RIGHT: "My name is Sarah, I'm a first aider. I noticed you may have hurt your hand. I'd like to assess it. May I guide you to sit down? You can take my elbow if you'd like."

**Scenario 3: Worker with Autism - Anxious During Assessment**

* ❌ WRONG: Overwhelming them with rapid questions and sudden movements
* ✅ RIGHT: Speak calmly, explain each step before doing it, minimize sensory stimulation (bright lights, loud noises), allow their support person to stay

**Scenario 4: Worker with Hearing Impairment - Choking Emergency**

* ❌ WRONG: Shouting "Are you choking?" from behind
* ✅ RIGHT: Position yourself in their line of sight, use the universal choking sign (hands to throat), clearly ask "Are you choking? Can I help?" while facing them

**Communication Tips**

**General Guidelines:**

* Ask the person their preferred method of communication
* Be patient and allow extra time
* Eliminate background noise when possible
* Be prepared to repeat or rephrase
* Use simple, clear language
* Confirm understanding: "Does that make sense?"

**Specific Situations:**

* **Deaf or Hard of Hearing:** Face the person, speak clearly (not slowly), write notes, use gestures
* **Blind or Low Vision:** Identify yourself, explain what you're doing, don't leave without saying you're leaving
* **Speech Disability:** Listen patiently, don't pretend to understand, ask yes/no questions
* **Cognitive Disability:** Use simple language, one instruction at a time, allow processing time
* **Mental Health Condition:** Stay calm, be reassuring, don't dismiss their concerns

**Accommodation in Emergency Situations**

**Pre-Planning is Essential:**

* Identify employees who may need assistance in emergencies
* Develop personalized emergency response plans
* Practice evacuation procedures with accommodations
* Ensure assistive devices are included in emergency planning

**During Emergency Response:**

* Do not separate people from their assistive devices (wheelchairs, walkers, canes)
* Do not separate people from their service animals
* Allow support persons to remain with the person
* Use accessible communication methods
* If carrying someone, ask how they prefer to be moved

**Balance:** Safety vs. Accommodation

* Life-threatening emergency: Immediate action required, accommodation may be limited
* Non-life-threatening: Take time to ask how best to assist

**Accessibility Quick Reference for First Aiders**

| **Situation** | **Do** | **Don't** |
| --- | --- | --- |
| Person using wheelchair | Ask before touching wheelchair/device | Move wheelchair without permission |
| Service animal present | Allow animal to stay with person | Pet, feed, or distract service animal |
| Support person present | Include support person in communication | Talk only to support person, ignoring the person needing care |
| Visual impairment | Identify yourself, explain what you're doing | Leave without saying you're leaving |
| Hearing impairment | Face them, speak clearly, write if needed | Shout or exaggerate mouth movements |
| Cognitive disability | Use simple language, one step at a time | Speak in "baby talk" or be condescending |
| Mental health crisis | Stay calm, be reassuring, listen | Dismiss their experience or tell them to "calm down" |

**AODA Training Checklist**

As a certified first aider, I understand:

* ☑ The purpose and principles of the AODA
* ☑ The Ontario Human Rights Code as it relates to disabilities
* ☑ The importance of dignity, independence, integration, and equal opportunity
* ☑ How to provide accessible first aid services
* ☑ How to communicate effectively with people with diverse abilities
* ☑ My duty to accommodate during emergency response
* ☑ Where to access additional resources on accessibility

**PART 2: PRIVACY & CONFIDENTIALITY (PHIPA)**

**PERSONAL HEALTH INFORMATION PROTECTION ACT (PHIPA)**

**What is PHIPA?**

PHIPA is Ontario's privacy law for health information, enacted in 2004. It governs how personal health information can be collected, used, and disclosed.

**Why This Matters for First Aiders:**

* You will collect personal health information when providing first aid
* You must protect the privacy and confidentiality of injured/ill persons
* You must understand when you can and cannot share information
* Privacy breaches can result in serious consequences

**What is Personal Health Information (PHI)?**

Personal health information is **identifying information** about an individual that relates to:

1. **Physical or mental health** (past, present, or future)
   * Injuries, illnesses, medical conditions
   * Symptoms reported
   * Medical history disclosed
   * Mental health status
2. **Provision of health care**
   * First aid treatment provided
   * Medications administered
   * Referrals to medical professionals
   * Assessment findings
3. **Health care payments**
   * WSIB claims
   * Insurance information
4. **Donation of body parts/substances**
   * Blood, tissue samples
   * Testing results

**Identifying Information Includes:**

* Name, address, date of birth
* Health card number
* Phone number, email
* Photos or video
* **Any information that could identify someone, alone or combined with other information**

**Examples in First Aid Context**

**This IS Personal Health Information:**

* ✅ "John Smith fell and hit his head. He has a laceration and complained of dizziness."
* ✅ Incident report documenting injury details
* ✅ Medical disclosure form with pre-existing conditions
* ✅ Photo of wound for assessment
* ✅ "The employee in Dept. 5 had a seizure today."

**This is NOT Personal Health Information (if de-identified):**

* ❌ "An employee had a minor cut today, provided first aid, no further action needed" (no name, no identifying details)
* ❌ Aggregated statistics: "We had 5 first aid incidents this month"

**The Circle of Care Principle**

**Definition:** The Circle of Care includes healthcare providers involved in providing care to an individual.

**For First Aiders:**

* You can share PHI with others in the circle of care **without express consent**
* Circle of care includes: other first aiders on duty, workplace nurse, paramedics, emergency department staff

**Example:**

* ✅ Telling paramedics what happened and what first aid you provided = Circle of Care
* ✅ Calling the workplace nurse to ask for guidance = Circle of Care
* ❌ Telling coworkers in the lunchroom about the incident = NOT Circle of Care

**Consent: When You Need It**

PHIPA requires consent to collect, use, or disclose PHI. There are two types:

**IMPLIED CONSENT**

Consent that is reasonably inferred from the circumstances.

**When Implied Consent Applies:**

* Person seeks first aid and understands you need information
* Person answers your assessment questions
* Person allows you to examine injury
* Information shared is within the circle of care

**Example:** When someone asks for first aid and you say "I need to ask you some questions to assess your condition," their cooperation implies consent.

**EXPRESS CONSENT**

Direct, explicit agreement (verbal or written).

**When Express Consent Required:**

* Disclosing PHI outside circle of care (e.g., to employer)
* Using PHI for purposes other than care (e.g., training case studies)
* Sharing with family members
* Taking photos or videos

**Example:** Before filling out WSIB paperwork that will be sent to their employer and WSIB, you must explain what information will be shared and obtain their signature.

**Collecting Personal Health Information**

**Best Practices:**

1. **Collect Only What You Need**
   * Minimum necessary for assessment and treatment
   * Don't ask intrusive questions out of curiosity
2. **Explain Why You're Collecting It**
   * "I need to know if you have any allergies before I apply this bandage."
   * "I need to document this injury for WSIB reporting requirements."
3. **Obtain Consent**
   * Make sure the person understands what you're asking and why
   * Document consent on incident forms
4. **Secure the Information**
   * Don't leave forms on desk
   * Don't discuss in public areas
   * Lock files in secure location

**Using and Disclosing Personal Health Information**

**You MAY use/disclose PHI without consent:**

* ✅ To provide or assist in providing care (circle of care)
* ✅ To report to WSIB (required by law)
* ✅ For legal/regulatory requirements (e.g., reporting critical injuries to Ministry of Labour)
* ✅ In emergency situations to prevent harm

**You MUST GET CONSENT to disclose:**

* ❌ To employer (except as required by law)
* ❌ To coworkers not involved in care
* ❌ To family members (unless substitute decision-maker)
* ❌ For training purposes
* ❌ On social media or in conversation

**Confidentiality Rules for First Aiders**

**DO:**

* ✅ Conduct assessments in private when possible
* ✅ Speak quietly when discussing health information
* ✅ Only share PHI with those who need to know
* ✅ Secure all written documentation
* ✅ Log off computers when stepping away
* ✅ Shred documents properly
* ✅ Report privacy breaches immediately

**DON'T:**

* ❌ Discuss incidents in public spaces (hallways, cafeteria, parking lot)
* ❌ Leave incident reports visible on your desk
* ❌ Share stories about patients with identifiable details
* ❌ Post about incidents on social media
* ❌ Access health information out of curiosity (even if you have access)
* ❌ Share login credentials
* ❌ Email PHI without encryption

**Privacy Breaches**

**What is a Privacy Breach?** Unauthorized collection, use, disclosure, or disposal of personal health information.

**Examples:**

* Leaving incident report in photocopy machine
* Discussing injury details in elevator
* Sending email with PHI to wrong person
* Accessing medical records you don't need to see
* Telling friends/family about workplace incident with identifying details
* Posting on social media about person you treated

**If You Discover a Breach:**

1. Contain the breach (retrieve documents, recall email if possible)
2. Report immediately to your supervisor and Privacy Officer
3. Document what happened
4. Cooperate with investigation
5. Help prevent future breaches

**Consequences of Privacy Breaches:**

* Harm to individual (embarrassment, discrimination, identity theft)
* Loss of trust
* Disciplinary action (up to termination)
* Regulatory complaints to Information and Privacy Commissioner
* Legal action
* Fines up to $50,000 (individual) or $250,000 (organization)

**Safeguarding Personal Health Information**

**Three Types of Safeguards:**

**1. PHYSICAL SAFEGUARDS**

* Lock filing cabinets
* Secure first aid station/office
* Position computer screens away from public view
* Shred documents before disposal
* Escort visitors in secure areas

**2. TECHNICAL SAFEGUARDS**

* Password-protect devices
* Encrypt sensitive emails
* Use secure networks (not public WiFi)
* Log off when leaving workstation
* Regular software updates
* Backup systems

**3. ADMINISTRATIVE SAFEGUARDS**

* Privacy policies and procedures
* Staff training (like this module!)
* Access controls (need-to-know basis)
* Audit logs
* Breach response protocols
* Privacy impact assessments

**Special Situations**

**Unconscious or Unable to Consent**

**Rule:** You can collect, use, and disclose PHI to provide emergency care.

**Example:** Person unconscious after fall. You can:

* Assess and treat without consent
* Share information with paramedics
* Check wallet for medical alert cards
* Call emergency contact listed on their employee file

**Substitute Decision-Makers**

If someone cannot consent (unconscious, mentally incapable):

1. Spouse or partner
2. Parent or child (16+)
3. Parent with access rights
4. Sibling (16+)
5. Other relative (16+)
6. Public Guardian and Trustee

**Minor (Under 16)**

**Generally:** Parent/guardian provides consent. **Exception:** Mature minor who understands the treatment can provide own consent.

**Workplace-Specific Disclosures**

**You MUST report to employer:**

* Critical injuries (as defined by OHSA)
* Incidents requiring WSIB reporting
* Information needed for hazard assessment

**You SHOULD NOT report to employer:**

* Specific medical diagnoses without consent
* Treatment details beyond what's necessary
* Medical history unless relevant to accommodation

**Practical Privacy Scenarios**

**Scenario 1: Coworker Asks About Incident** **Wrong Approach:** "Oh yeah, Jane from accounting fainted today. She hasn't been eating well because she's trying to lose weight for her wedding. She's fine now though."

**Correct Approach:** "I can't discuss specific incidents or identify who I've treated. If you have concerns about workplace safety, please speak with your supervisor."

**Scenario 2: Supervisor Wants Details** **Situation:** Your supervisor asks, "What's wrong with Mike? I saw the ambulance."

**Correct Approach:** "I'll complete the incident report as required. Mike can discuss his health information with you if he chooses. I can tell you that the situation has been handled appropriately and emergency services were called."

**Scenario 3: Family Member Calls** **Situation:** Employee's spouse calls asking about their condition after workplace injury.

**Correct Approach:** "I understand your concern. For privacy reasons, I can't share health information without [employee name]'s consent. They can call you directly, or if they're unable, paramedics can provide you with information as they're authorized to do so."

**Scenario 4: Incident Report Left on Desk** **You Notice:** An incident report with PHI is visible on someone's unattended desk.

**Correct Action:**

* Turn the paper face-down or cover it
* Remind the person about privacy protocols
* If it's a pattern, report to Privacy Officer

**Scenario 5: Training Request** **Situation:** New first aider asks to review past incident reports to learn.

**Correct Approach:** "I can show you redacted (de-identified) examples or we can create fictional scenarios. We can't share actual patient information without consent for training purposes."

**Documentation Best Practices**

When completing incident reports:

**DO:**

* ✅ Document objective facts: "3cm laceration on left forearm"
* ✅ Quote the person: "States 'my chest hurts'"
* ✅ Record time, date, location
* ✅ Note treatment provided
* ✅ Include only relevant information
* ✅ Write legibly
* ✅ Sign and date all entries

**DON'T:**

* ❌ Include opinions: "Seemed drunk"
* ❌ Make diagnoses: "Heart attack"
* ❌ Include irrelevant information: "Complained about their marriage"
* ❌ Make assumptions: "Probably didn't use PPE"
* ❌ Use abbreviations that aren't standard
* ❌ Leave blank spaces (draw line through unused areas)
* ❌ White-out or destroy records

**Storage:**

* Original incident report: Locked file, retained 10 years
* Medical disclosure forms: Locked file, retained 10 years
* WSIB forms: Submit as required, keep copy 7 years
* Digital records: Encrypted, password-protected, backed up

**Individual Rights Under PHIPA**

People have the right to:

1. **Access their personal health information**
   * Must respond within 30 days
   * May charge reasonable fee
   * Must provide in accessible format if requested
2. **Request corrections**
   * If incorrect or incomplete
   * Must respond within 30 days
   * Can refuse but must provide reasons
3. **Request disclosure accounting**
   * Who you shared their information with
   * Why it was shared
   * When it was shared
4. **File a complaint**
   * To the organization's Privacy Officer
   * To the Information and Privacy Commissioner of Ontario

**Your Role:** Direct these requests to your Privacy Officer

**Privacy Officer Contact**

Every organization must have a Privacy Officer responsible for PHIPA compliance.

**Your Organization's Privacy Officer:**

* **Name:** [Name]
* **Email:** [Email]
* **Phone:** [Phone]

**Contact Privacy Officer for:**

* Privacy breach incidents
* Questions about consent or disclosure
* Access or correction requests
* Privacy complaints
* Guidance on specific situations

**Information and Privacy Commissioner of Ontario:**

* Website: www.ipc.on.ca
* Phone: 1-800-387-0073
* Email: info@ipc.on.ca

**PHIPA Training Checklist**

As a certified first aider, I understand:

* ☑ What personal health information (PHI) is
* ☑ The circle of care principle
* ☑ When I need consent to collect, use, or disclose PHI
* ☑ The difference between implied and express consent
* ☑ My duty to maintain confidentiality
* ☑ How to safeguard PHI (physical, technical, administrative)
* ☑ What constitutes a privacy breach and how to report it
* ☑ Individual rights under PHIPA
* ☑ How to contact the Privacy Officer
* ☑ Documentation and record-keeping requirements

**INTEGRATION WITH FIRST AID SKILLS**

**Privacy-Conscious First Aid Practice**

Throughout this course, you will practice privacy-conscious first aid:

1. **Scene Assessment:**
   * Move patient to private area if safe
   * Ask bystanders to give space
   * Close doors/curtains when possible
2. **Patient Assessment:**
   * Speak quietly
   * Explain why you're asking questions
   * Only gather information you need
3. **Treatment:**
   * Maintain dignity with draping/covering
   * Minimize exposure
   * Explain what you're doing
4. **Handover to EMS:**
   * Share circle-of-care information
   * Provide accurate report
   * Respect patient's wishes if conscious
5. **Documentation:**
   * Complete incident report properly
   * Secure all paperwork immediately
   * Only share with authorized persons
6. **Post-Incident:**
   * Do not discuss with coworkers
   * Follow up only with those in circle of care
   * Respect patient's privacy in workplace

**SUMMARY: KEY TAKEAWAYS**

**AODA & Human Rights**

✓ Treat all people with dignity, independence, and respect  
✓ Provide accessible first aid services  
✓ Accommodate diverse needs in emergency response  
✓ Communicate effectively with people with disabilities  
✓ Never discriminate based on protected grounds

**PHIPA & Privacy**

✓ Personal health information must be protected  
✓ Collect only what you need, explain why  
✓ Circle of care allows sharing for treatment  
✓ Get consent for other uses/disclosures  
✓ Maintain confidentiality always  
✓ Report privacy breaches immediately  
✓ Safeguard information: physical, technical, administrative

**Remember:** As a first aider, you are trusted with sensitive information and must serve all people with equal care. Your professionalism includes respecting accessibility needs and protecting privacy.

**ASSESSMENT QUESTIONS (Sample)**

**AODA Questions**

1. What are the four core principles of the AODA?
   * Answer: Dignity, Independence, Integration, Equal Opportunity
2. True or False: You should always push someone's wheelchair without asking.
   * Answer: False. Always ask before touching someone's assistive device.
3. A coworker with a visual impairment has fallen. What is the BEST first step?
   * a) Grab their arm and pull them up
   * b) Identify yourself and ask how you can help
   * c) Call their supervisor immediately
   * d) Assume they need special treatment
   * Answer: B

**PHIPA Questions**

1. Personal health information includes: (Select all that apply)
   * a) Name and injury details
   * b) Medical conditions disclosed
   * c) Treatment provided
   * d) All of the above
   * Answer: D
2. True or False: You can discuss a patient's medical condition with coworkers in the lunchroom if you don't use their name.
   * Answer: False. Even without a name, if the person could be identified, it's a privacy breach.
3. Which of the following is part of the "circle of care"?
   * a) The injured person's supervisor
   * b) Paramedics you're transferring care to
   * c) Your family members
   * d) Social media followers
   * Answer: B
4. If you discover a privacy breach, you should:
   * a) Ignore it if no one noticed
   * b) Fix it yourself and say nothing
   * c) Report it immediately to your supervisor and Privacy Officer
   * d) Post about it online to warn others
   * Answer: C

**INSTRUCTOR NOTES**

**Delivery Tips:**

* Use real workplace examples (anonymized)
* Encourage discussion and questions
* Role-play scenarios for practice
* Emphasize that privacy and accessibility are not "extra" - they're fundamental to professional practice
* Connect to students' own experiences receiving care
* Make it clear: violations have consequences

**Time Management:**

* AODA section: 15-20 minutes
* PHIPA section: 20-25 minutes
* Scenarios and discussion: 10 minutes
* Total: 30-45 minutes (can be split across multiple sessions if needed)

**Assessment Integration:**

* Include 3-5 AODA questions in Module 1 written test
* Include 5-7 PHIPA questions in Module 1 written test
* Evaluate privacy-conscious practices during skills assessments
* Observe accessibility awareness during scenarios

**Resources to Provide:**

* One-page AODA quick reference (laminated)
* Privacy pocket card for first aid kits
* Contact information for Privacy Officer
* Posters for first aid station: "Your Privacy Matters" and "Accessible First Aid Services"

**END OF AODA & PHIPA TRAINING MODULE**

*This module satisfies AODA training requirements under Section 7 of the Integrated Accessibility Standards Regulation and provides essential PHIPA knowledge for health information custodians and their agents.*