

Accessibility for Ontarians with Disabilities Act – Training Policy

Purpose

- 1.1. To ensure that accessibility customer service training is provided in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

Scope

- 2.1. This policy applies to all Samuel facilities in the Province of Ontario.

Policy

- 3.1 Samuel will provide accessible customer service training to all employees, anyone involved in developing our policies and anyone who provides goods, services or facilities to customers on our behalf.
- 3.2 Staff will be trained on accessible customer service within 90 days after being hired. Training will include:
 - Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - Samuel's policies related to the customer service standard
 - How to interact and communicate with people with various types of disabilities
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
 - What to do if a person with a disability is having difficulty in accessing Samuel's goods, services or facilities.
- 3.3 Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- 3.4 Samuel will keep records of the training provided under this Policy, including the dates on which the training is provided and the number of individuals to whom it is provided.

References and Definitions

- 4.1 *Accessibility for Ontarians with Disabilities Act, 2005*
- 4.2 Samuel 24-7 Online Training System
- 4.3 Samuel Procedure for Feedback and Addressing Requests from Customers for Accommodation.
- 4.4 Samuel Multi-Year Accessibility Plan