



## Township of Douro-Dummer - Human Resources Policy Manual

<b>Policy Title:</b>	Accessible Customer Service Training Procedure	<b>Policy Number:</b>	6.0
<b>Effective Date:</b>	June 30, 2021	<b>Revision Number:</b>	2
		<b>Replaces:</b>	10.1 January 1, 2010
<b>Prepared By:</b>	Human Resources	<b>Approved By:</b>	CAO

### 6.0.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessible Customer Service Policy. The purpose of this policy is to provide guidelines for accessible customer service training.

### 6.0.2 Application

This procedure applies to:

- a.) Every employee of the Township.
- b.) Anyone who participates in developing Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties.
- c.) Premises, where Township goods or services are offered, to which the public or other third parties have access.
- d.) Managers/supervisors of facilities and service areas where Township goods or services are provided who are responsible for ensuring compliance with this procedure.

### 6.0.3 Training Program Content

The Township's Accessible Customer Service Training program will include:

- a) A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard, including the principals of dignity, independence, integration and equal opportunity;



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- b) The customer service policies and procedures governing the provision of goods or services to people with disabilities;
- c) An orientation on disabilities and instructions on how to interact and communicate with people with various types of disabilities;
- d) Instructions on how to interact with people with disabilities who use an assistive device, service animal or a support person, and how to respond when an issue or problem arises;
- e) Instructions on how to use the equipment or assistive devices that are provided to assist with the provision of goods or services to people with disabilities; and,
- f) Instructions on what to do if a person with a particular type of disability is having difficulty accessing the Township's goods or services.

Where possible, accessibility training will be integrated with other customer service training.

### **6.0.4 Training Records**

The CAO will keep records of accessible customer service training, including the dates on which training was provided and who was trained.

All training records will be subject to the requirements of the Municipal Freedom of Information and Protection of Privacy Act.

Please refer to Appendix Form 6.0 Training Attendance Log.



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### 6.0.5 People to Receive Training

Training will be provided in accordance with the Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 to the following:

- Every employee of the Township.
- Council members
- Every person who participates in developing the policies and procedures that govern the provision of goods or services to members of the public or other third parties.

### 6.0.6 Ongoing Training for Changes to Policies, Practices, and Procedures

The Township will provide ongoing training in connection with any changes to Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties. The type of training provided will reflect the significance of the changes made to the policies, practices, or procedures.

### 6.0.7 Training Timelines

The Township will provide accessible customer service training before the Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into effect on January 1, 2010.

The Township will provide accessible customer service training as soon as practicable to:

- New or reassigned CSRs employees; and,



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- New or reassigned people who participate in developing the policies and procedures that govern the provision of goods or services to members of the public or other third parties.

### Related Policies:

1.5 (a) Accessible Customer Service Policy