

## **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 Connect Online Training System
- 4.3** Samuel Procedure for Feedback and Addressing Requests from Customers for Accommodation.
- 4.4** Samuel Multi-Year Accessibility Plan