

Corporation of the Municipality of Strathroy-Caradoc

Accessibility Standards for Customer Service Policy and Procedures

(As approved by Bylaw 47-09)

TRAINING PROCEDURE

This Procedure applies to all employees as defined in the Accessibility Standards for Customer Service Policy and Procedures.

This Procedure shall be as determined by the Clerk and the Chief Administrative Officer (CAO), and may be amended by one or either of them, as authorized by the Municipality's Accessibility Standards for Customer Service Policy and Procedures.

The Municipality will ensure that the following people receive training regarding the provision of its goods and services to persons with disabilities:

- a. Every person who deals with members of the public or other third parties on behalf of the Municipality, whether the person does so as an employee, agent, volunteer or otherwise.
- b. Every person who participates in developing the Municipality's policies, practices and procedures governing the provision of goods or services to members of the public or other third party.

The training will include but is not limited to the following:

- a. Review of the purpose of the AODA and requirements of the customer service standards;
- b. Instructions on how to interact and communicate with people with various types of disabilities;
- c. Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or support person;
- d. Instruction on how to use equipment or devices that may be available at the Municipality's premises or that are provided otherwise by the Municipality, that may help people with disabilities to access municipal services; and
- e. Instruction on what to do if a person with a disability is having difficulty accessing the Municipality's services.

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Municipality's policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Training Program

E-Learning Course

Members of Management Team are required to view the e-learning training course entitled 'Serve-Ability: Transforming Ontario's Customer Service' and sign the 'Training Record' confirming that they have viewed and understand the course.

Management Team members will then require their department's employees and Committee/Board members to view the e-learning training course entitled 'Serve-Ability: Transforming Ontario's Customer Service' and sign the 'Training Record' confirming that they have viewed and understand the course. The Municipal Clerk is responsible for ensuring members of Council view the 'Decision makers' section of the e-learning course noted above and sign the 'Training Record'.

The e-learning course mentioned above is located on the Municipality's webpage entitled 'Accessibility' with a link to the Ministry of Community and Social Services website as follows:

<http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html>

Access to Policy

Each employee of the Municipality can access the Accessibility Standards for Customer Service Policy and Procedures on the 'Accessibility' page of the Municipality's website.

Guideline Booklet

All employees will also be provided with a copy of the booklet entitled 'Guidelines for Delivering Accessible Customer Service at the Municipality of Strathroy-Caradoc' through the Department Head/Director. Employees will also be able to access the booklet on the 'Accessibility' page of the Municipality's website. Each employee will be required to sign the Registration Card acknowledging that they have read and understand the information contained in the booklet.

Third Parties Training

Third parties working with members of the public on behalf of the Municipality will be required to view the e-learning course offered by the Ministry of Community and Social Services at the website noted above and will be required to provide confirmation in writing that all persons who deal with the public on behalf of the Municipality have viewed and understand the e-learning training course.