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Accessibility Training Policy

Purpose:

This policy has been established to meet the requirements of the Standard for Customer Service as to training of its employees, volunteers, contractors and others who deal with the public on the Company's behalf, (the "Personnel") as well as its individuals who are involved in the development of policies practices and procedures.

This policy applies to all Personnel at all company locations in Ontario.

It is the responsibility of managers to ensure that all employees follow the guidelines set out in this policy. It is the responsibility of the Operations Manager to ensure that all non-employees followed guidelines set out in this policy.

Policy

The Company will provide training to all Personnel, as well as to all Company representatives involved in the development and approvals of customer service policies practices and procedures with respect to accessibility laws and these policies.

We will ensure that our staff are trained and familiar with how to interact with people using various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Training will include the following:

- a review of the purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard;

- how to interact and communicate with persons with various disabilities;

- how to interact with persons with disabilities who use an assistive devices or require the assistance of a guide dog, service animal or a support person;

- how to use any equipment or devices that the Company might provide from time to time that may help with the provision of goods or services to a person with a disability;

- what to do if a person with a disability is having difficulty in accessing the Company's goods and services

Who will be trained?

Individuals in the following positions will be trained:

customer service representatives; sales representatives; managers, policy development individuals.

Timing of Training

Training will be provided within 60 days of Personnel starting their duties, and on an ongoing basis when there are changes to any accessibility policies practices and procedures of the Company.

Current employees who assume new job responsibilities that include interaction with the public should be trained as soon as practicable.

Method of Training

The method of training will be customized to be suitable for the target group. It may be provided by e-learning courses, or in-house training provided at the workplace.

Records

The company will keep records of the training provided, including the date on which it is provided in the number of individuals to whom it is provided.

A notation as to training will be kept in the employee's file, as well as in the Company's accessibility records.