

Policy: Accessible Customer Service Standards	Procedure Number: 10.1
Subject: Training Procedures	Effective Date: January 1, 2010
	Revision Date:
Page: 1 of 3	

Training Procedures

Purpose:

The Township of Smith-Ennismore-Lakefield will provide training, to its Customer Service Representatives (CSR) about the provision of its goods and services to persons with disabilities. All CSRs who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training. The Township will also provide ongoing training to CSRs with respect to changes in its policies, practices, and procedures.

Procedures/Practices:

1. All new CSRs will be given training relevant to their position and level of interaction with the public as soon as practicable after their commencement date. Training upgrades will be provided to staff moving to a new position within the Township when a higher level of customer service interaction is required by the position.

2. Agents hired by the Township who provide customer service on behalf of the Township will provide proof of Accessibility Awareness training prior to their work for Smith-Ennismore-Lakefield. If the agent is required to meet the requirements of Regulation 429/07 on or after January 1, 2012 Smith-Ennismore-Lakefield may, at its discretion, provide the necessary training prior to January 1, 2012. If the agent is not required to meet the requirements of Regulation 429/07, the Township may, at its discretion, provide the necessary training. Record of all training must be sent to the appropriate department for documentation.

3. Training will include:
 - Purpose of the AODA, 2005 and requirements of the Customer Service Regulation
 - How to interact and communicate with persons with various types of disabilities
 - How to interact when an assistive device, guide dog or service animal or support person is used
 - How to use Township equipment or devices

- What to do if a person with a disability is having difficulty accessing services
- Information about the Township's Accessible Customer Service Standards Policy and related procedures

4. Training will be provided according to the level of involvement with customers as follows:

a) Level A

This group includes Council, department heads, administration staff, recreation staff, landfill attendants and other CSRs who deal with the public on a regular basis.

These CSRs work directly with customers in various formats on a day-to-day basis. These CSRs will require a more in-depth training session which would last approximately 2-3 hours. This training session may include:

- 2-3 hour presentation/seminar from an accessibility consultant or the designated Train the Trainer employee
- participation in the on-line Serveability program (Ministry of Community and Social Services). Upon completion participants will receive a certificate in accessibility awareness.
- Some practical group work with situations that apply directly to their duties.

b) Level B

This group includes public works staff, labourers, landfill maintenance workers and volunteer firefighters.

The duties of these CSRs do not require as much face-to-face contact with customers. As a result, this group will be required to attend an appropriate one hour training session (from an accessibility consultant or the designated Train the Trainer employee) which will be tailored to delivering accessible customer service while in the field, and to complete the Serveability program and obtain their certificate.

c) Level C

This group includes contracted staff, waste collection employees, dog tag vendors, burn permit vendors, volunteers that provide services to the public, consultants/facilitators who will deal with the public and third party agents.

Until private organizations are compliant with the AODA, 2005 Customer Service Regulations required for January 1, 2012, the Township of Smith-Ennismore-Lakefield will require this group to read a brochure

prepared by the Township. It will also be suggested that this group take the Serveability program and present the certificate to the Township before commencing any work on behalf of the Township. As part of the procurement of goods and services, including an RFP or Tender process, Accessibility Compliance must be provided to the Township.

5. The Township will keep records of the training provided (Form 11.3).
6. The Township will ensure that a designated staff member completes Train the Trainer training. This staff member will be responsible for training all new CSRs and for providing an update to current CSRs on an as needed basis.

Related Documents:

- Form 11.3 – Training Record