

Title	TRAINING ON ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE	Procedure No.	5012a
Department	Human Resource Services		
Reference(s)	Policy: Accessibility Standards for Customer Service	Effective Date	2009 Dec. 15

- 1.0 Thames Valley District School Board will provide training to every person who deals with members of the public or other third parties on behalf of the board, whether the person does so as an employee, agent, volunteer or otherwise. Training will also be provided to persons who participate in developing the board's policies, practices and procedures.
- 2.0 The following are required training components:
- review of the purposes of the *AODA* and requirements of the customer service standard;
 - instruction on how to interact and communicate with people with various types of disabilities;
 - instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
 - instruction on how to use equipment or devices available at your premises or that you provide otherwise, that may help people with disabilities access your services, such as TTY telephones, elevators, lifts, accessible interactive kiosks or other technology;
 - instruction on what to do if a person with a disability is having difficulty accessing your services.
- 3.0 **Timing of Training**
- 3.1 Training must be provided to all current employees, volunteers, contractors, and others who must receive training, by January 1, 2010.
- 3.2 Training must be provided to each person (employee, volunteer, contractor and others) new to the Board as soon as practicable.
- 3.3 Training must also be provided on an ongoing basis in connection with changes to the policies, practices, and procedures governing the provision of goods and services to person with disabilities.

Administered By	Program Services
Amendment Date(s)	

4.0 **Documentation of Training**

- 4.1 The Board shall maintain records of the training provided under this procedure, including the dates on which the training is provided and the number of individuals to whom it is provided.

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