

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 2.07</b>
Section:	Standard for Customer Service	Issued/re-issued	Dec. 4, 2017
Subject:	<b>Customer Service Training</b>	Effective:	January 1, 2012
Issue to:	All Employees and Customers of First Reference Inc.	Page:	1 of 4
		Replaces:	<b>AS 2.07</b>
Issued by:	First Reference Inc.	Dated:	Dec. 4, 2016

## **1 POLICY**

- 1.01 First Reference Inc will provide training on accessible customer service and how to interact with people with different disabilities to ALL employees, as well as any third parties who provide goods and services or facilities on the company's behalf to the public or who participate in developing First Reference policies.
- 1.02 Training on First Reference's policy, on the customer service standard, the AODA and how to interact and communicate with people with various types of disabilities will be provided as soon as practicable. The training will also include:
- What to do if a person with a particular type of disability is having difficulty accessing the company's goods or services;
  - How to interact with people with disabilities who use an assistive device, service animal or support person;
  - How to use the equipment or assistive devices that may be available at First Reference.

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is that First Reference Inc is required to provide training to all employees, volunteers, contractors, and others who deal with the public on First Reference Inc's behalf. First Reference Inc must also train all others who are involved in the development of policies, practices and procedures.

## **3 SCOPE**

- 3.01 This policy applies to all employees, volunteers, as well as third parties who provide goods, services, or facilities on behalf of the company to the public or who participate in developing the company's policies and all facilities of First Reference in Ontario.

## **4 RESPONSIBILITY**

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4.01 It is the responsibility of managers, immediate supervisors and department heads to ensure that all employees and third parties follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees and third parties are trained under the Standards for Customer Service and this policy.

## 5 DEFINITIONS

None

## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

### **Accessibility for Ontarians with Disabilities Act, 2005**

Integrated Accessibility Standards, ON. Reg. 191/11

## 7 PROCEDURES

7.01 Training includes the following elements:

- a) Review of the purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the customer service standard;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device, service animal or support person;
- d) How to use the equipment or assistive devices available at First Reference Inc, if applicable;
- e) What to do if a person with a particular type of disability is having difficulty accessing our goods or services;

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- f) Information regarding First Reference Inc's policies, practices and procedures relating to the customer service standards.

- 7.02 **Timing of training:** All current employees, volunteers and third parties who work with the public will be trained immediately.
- 7.03 All new employees, volunteers and third parties will be trained as soon as practicable. It is recommended that training take place within 60 days after commencing his or her duties, service or tasks.
- 7.04 Current employee who were trained prior to the July 1, 2016 changes to the customer service standard will be informed of any changes to the standard and policy, as soon as practicable.
- 7.05 Employees will also be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 7.06 **Methods of training:** All First Reference Inc staff will be provided the mandatory training as follows:
- All staff will be trained in-house by appropriately knowledgeable staff and complete a quiz at the end of training or through an up-to-date webinar with quiz.**
- 7.07 First Reference will keep a copy of the training record generated or provided (if any) at the end of the training in the employee's file. First Reference will also record when and how the training was done for each employee.
- 7.08 Part of the training includes reviewing all First Reference Inc policies, procedures and practices under the customer service standard (e.g., statement of commitment to customer service, assistive devices, communication, service animal, support person, disruption of service, feedback process, etc.)
- 7.09 The training may not be exactly the same for all staff and need not be delivered in the same manner as long as it meets the requirements as outlined above.
- 7.10 Policies governing how the organization is committed to accessibility must be reviewed at least annually or when there are changes to the law or to procedures, or when an incident or breach occurs.

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## **8 RECORD KEEPING**

8.01 First Reference Inc is required to keep a record of all training provided under the AODA and Integrated Regulation. The training records to be maintained include the date on which training was provided, the type of training and participants.