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**ACCESSIBLE CUSTOMER SERVICE –
TRAINING**

POLICY

CMHA ensures training on how to service people with disabilities is received by staff, volunteers, contractors and anyone else who interacts with the public, or third parties on CMHA's behalf. Training must also be received by individuals involved in developing, monitoring and directing the development of CMHA's policies, practices and procedures.

We will commit to ongoing training whenever changes are made to policies, practices and procedures on serving customers with disabilities as well as when a new person is hired or assigned duties have changed

PROCEDURES

CMHA is committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in the following area:

Training:

1. All employee, agent, volunteer or otherwise shall be required to receive training on providing customer service to people with disabilities.
2. All third party contractors who deal with the public or other third parties on behalf of CMHA shall ensure that their employees, agents, subcontractors, etc. receive training in accordance with this policy and the Accessible Standards for Customer Service, Ontario Regulation 429/07 and upon request, shall provide the training records to CMHA.
3. CMHA employee/volunteer and third party contractor training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, S.O 2005, c11 and the Accessible Standards for Customer Service Ontario Regulation 429/07, the requirements of this policy, and any other organizational policies, practices and procedures regarding the provision of goods and services to person with disabilities and instruction about the following matters:
 - a) How to interact and communicate with people with various types of disability;
 - b) How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
 - c) How to use equipment or devices available on CMHA's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability; and
 - d) What to do if a person with a particular type of disability is having difficulty accessing CMHA's goods or services;
 - e) Instruction on the CMHA's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities.
4. Customer Service training can take various forms including as a part of an orientation or as a separate training program. The training can be provided through handouts at an orientation session, in a classroom setting, by video or through other formats.

5. CMHA will provide training to all individuals annually and to each person as soon as practicable after he or she is assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to applicable legislation, and/or organizational policies, procedures and practices governing the provision of goods or services to person with disabilities. All individuals trained will be required to sign and submit a confirmation of training form. See Training Record.
6. As required, by Accessible Standards for Customer Service, Ontario Regulation 429/07, CMHA will log and maintain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.

REFERENCE DOCUMENTS

AUTHORITY: CEO