

TYPE OF POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, O. Reg. 429/07		
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NAME OF POLICY <ul style="list-style-type: none"> • Training 	PROCEDURES <ul style="list-style-type: none"> • Who is to be trained • Content of training • Timing of training • Method of training • Record of training 	TARGET GROUP All Employees
COUNCIL APPROVAL: 08-28-09	EFFECTIVE DATE: 01-01-10	SUPERCEDES

POLICY

It is the policy of the Corporation of the County of Northumberland to train all staff who deal with members of the public or other third parties and all staff who participate in developing our policies, practices and procedures on providing customer service to people with disabilities.

This includes employees, volunteers, agents and contractors and others who could reasonably be expected to interact with the public on our behalf or influence the development of policies, procedures and practices.

OBJECTIVE(S)

The objectives of this policy are to:

- Identify who needs to receive training
- List the content of the training
- Outline the timing of training for current and new employees
- Describe the formats of training
- Outline the process for keeping a record of training

PROCEDURES

Who requires training?

All staff who deal with members of the public or other third parties and all staff who participate in developing/have influence over our policies, practices and procedures on providing customer service to people with disabilities require training under O. Reg 429/07. This includes (but is not limited to) staff in the following areas:

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- Social Services
- Roads & Waste
- Tourism and Economic Development
- County Clerk, County Council and CAO staff
- Human Resources
- Emergency Management Services
- Provincial Offences
- Physical Plant
- Golden Plough Lodge
- Finance
- Information Technology
- Volunteers

Content of training

Training will include the following:

- Review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard, O. Reg 429/07
- 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 an assistive device or require the assistance of a service animal or a support person
- How to locate and use the assistive devices on our premises that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the County's goods and services (alternative formats, etc)
- Information regarding the County's policies, practices and procedures relating to O. Reg 429/07

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Timing of training

Training must be provided to all current employees by January 1, 2010.

For any new employees, training will be provided within 60 days after commencement their duties.

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Method of training

All staff do not need to be provided with exactly the same training, as long as it meets the requirements as outlined in the content section. Training provided to management can be in a different format than the training provided to front-line employees. County employees will be sorted into three (3) levels of training based on the frequency of their contact with customers. The levels are:

Level I	Level II	Level III
No/rare interaction	Limited interaction	Frequent interaction
Pamphlet	1 hour session	3 hour session

Record of Training

The County will keep a record of all training provided under the AODA and O. Reg 429/07 including the dates on which the training was provided and the participants present.