

Purpose

This procedure implements, in part, the City of Peterborough's Corporate Accessibility Policy. The purpose of this procedure is to provide guidelines for accessible customer service training.

Application

This procedure applies to:

- every customer service representative;
- anyone who participates in developing City policies, practices, and procedures governing the provision of City goods or services to members of the public or other third parties;
- premises, where City goods or services are offered, to which the public or other third parties have access; and
- managers/supervisors of facilities and service areas where City goods or services are provided, who are responsible for ensuring compliance with this procedure.

Procedure

Training program content

The City's accessible customer service training program will include:

- a review of the purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the Customer Service Standard, including the principals of dignity, independence, integration and equal opportunity;
- the customer service policies and procedures governing the provision of goods or services to people with disabilities;
- an orientation on disabilities and instructions on how to interact and communicate with people with various types of disabilities;
- instructions on how to interact with people with disabilities who use an assistive device, service animal or a support person, and how to respond when an issue or problem arises;
- instructions on how to use the equipment or assistive devices that are provided to assist with the provision of goods or services to people with disabilities; and
- instructions on what to do if a person with a particular type of disability is having difficulty accessing the City's goods or services.

The amount and format of training provided will be tailored to suit each position's interactions with the public or role in the development of policies, procedures and practices pertaining to the provision of goods or services. Where possible, accessibility training will be integrated with other customer service training.

Training records

The Human Resources Division will keep records of accessible customer service training, including the dates on which training was provided and who was trained. All training records will be subject to the requirements of the Municipal Freedom of Information and Protection of Privacy Act.

People to receive training

Training will be provided in accordance with the Guide to the Accessibility Standards for Customer Service, to the following:

- Every customer service representative; and
- Every person who participates in developing the policies and procedures that govern the provision of goods or services to members of the public or other third parties.

Ongoing training for changes to policies, practices and procedures

The City will provide ongoing training in connection with any changes to City policies, practices, and procedures governing the provision of City goods or services to members of the public or other third parties. The type of training provided will reflect the significance of the changes made to the policies, practices, or procedures.

Training timelines

The City will provide accessible customer service training before the Accessibility Standards for Customer Service comes into effect on January 1, 2010. The City will provide accessible customer service training as soon as practicable to:

- New or reassigned customer service representatives; and
- New or reassigned people who participate in developing the policies and procedures that govern the provision of goods or services to members of the public or other third parties.