

# Diocese of London Diocesan Centre Joint Health and Safety Committee Manual

## 036A-Customer Service Standard

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### **TRAINING POLICY GOAL**

To ensure the Diocese of London uses reasonable efforts to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.

### **TRAINING POLICY**

The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.

Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. Policies are posted and updated in employee Health and Safety Manuals, on the Health and Safety bulletin board and online. Policies can be requested on the website at "Contact Us."

### **TRAINING PROCEDURES**

1. A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
2. How to interact and communicate with people with various types of disabilities.
3. How to interact with people who use assistive devices.
4. How to use equipment or assistive devices available on your premises, or that you otherwise provide, to help you in the provision of goods and services to customers with disabilities.
5. How to interact with people with disabilities who require the assistance of a guide dog or other service animal.
6. How to interact with people with disabilities who require the assistance of a support person.
7. What to do if a person with a disability is having difficulty accessing your goods or services.