

Policy and Procedure

Subject: Training	
Section: Customer Service	
Issued by: Human Resources	Approval date: January 1, 2012
Approved by: Management	Effective date: January 1, 2012
	Revision date: June 28, 2021

1. **Policy:**

Bellwood Health Services provide training to all employees, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training is provided within 30 days after an individual has onboarded:

- a) The purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the Accessibility Standards for Customer Service;
- b) Information regarding Bellwood Health Services policies, practices and procedures relating to the customer service standards;
- c) How to interact and communicate with people with various types of disabilities;
- d) What to do if a person with a particular type of disability is having difficulty accessing your goods or services;
- e) How to interact with people with disabilities who use an assistive device, service animal or support person;
- f) How to use the equipment or assistive devices that may be available at the Bellwood Health Services.

The amount and format of training is tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff is also trained on an ongoing basis when changes are made to these policies, practices and procedures.

2. **Purpose:**

The purpose of this Statement of Policy and Procedure is that Bellwood Health Services is required to provide training to all employees, doctors, volunteers, contractors, and others who deal with the public on Bellwood Health Services behalf. Bellwood Health Services must also train all others who are involved in the development of policies, practices and procedures.

Policy and Procedure

Subject: Training	
Section: Customer Service	
Issued by: Human Resources	Approval date: January 1, 2012
Approved by: Management	Effective date: January 1, 2012
	Revision date: June 28, 2021

3. **Scope:**

This policy applies to all employees, doctors, volunteers and contractors of Bellwood Health Services.

4. **Responsibility:**

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

Each manager and/or immediate supervisors and/or department heads is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

5. **Procedure:**

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 and communicate with people with various types of disabilities;
- d) How to interact with people with disabilities who use an assistive device, service animal or support person;
- e) How to use the equipment or assistive devices available at Bellwood Health Services, if applicable;
- f) What to do if a person with a particular type of disability is having difficulty accessing your goods or services;
- g) Information regarding Bellwood Health Services policies, practices and procedures relating to the customer service standards.

Policy and Procedure

Subject: Training	
Section: Customer Service	
Issued by: Human Resources	Approval date: January 1, 2012
Approved by: Management	Effective date: January 1, 2012
	Revision date: June 28, 2021

Timing of training: All current employees who work with the public should be trained immediately.

All new employees who work with the public should be trained as soon as practicable. It is recommended that training take place within 30 days after commencing employment.

Current employees who assume new job responsibilities that include interaction with the public should be trained as soon as practicable. It is recommended that training take place within 30 days after commencing these new job responsibilities.

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

Methods of training: All Bellwood Health Services staff are provided the mandatory training as follows:

- AODA Blended in-house training & AODA e-learning training

Keep a copy of the training certificate received at the end of the training in the employee's file. Also record when and how the training was done for each employee.

Part of training includes reviewing all Bellwood Health Services policies, procedures and practices under the customer service standard (e.g., customer service, assistive devices, communication, service animal, support person, disruption of service, feedback process, etc.)

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.

6. **References:**

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07