

Accessible Customer Service Training



Supply Ontario is committed to providing its goods, services or facilities in an accessible manner to persons with disabilities. To this end, Supply Ontario shall ensure that all employees, volunteers, and any other persons who provide services or who are involved in developing policies, practices or procedures governing the provision of goods and services to the public, participate in training in accessible customer service in accordance with the organization's Accessibility for Ontarians with Disabilities policy and Accessibility Plan.

Supply Ontario's accessible customer service training includes:

- A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and its customer service regulations
- Instruction on:
 - how to interact and communicate with persons with disabilities;
 - how to interact with persons with disabilities who use assistive devices or require the assistance of guide dogs or other service animals or support persons;
 - how to use assistive communication devices and other assistive equipment or devices available on Supply Ontario's premises; and
 - what to do if a person with a disability is having difficulty accessing Supply Ontario's goods and services.

New employees as well as those who take on new duties that involve interaction with the public or other third parties will receive training as part of their onboarding process.

Members of Supply Ontario's Board of Directors, and persons who provide goods, services or facilities on behalf of Supply Ontario, will be trained as soon as practicable.

Training will also be provided on when changes are made to the policies governing the provision of goods or services to persons with disabilities.