

TRAINING POLICY

Policy Statement:

The City of Hamilton will ensure that the Mayor and Councillors, all staff, individuals who develop policies and procedures, volunteers and third parties acting on behalf of the City are appropriately trained, knowledgeable and skilled in providing goods, service, programs and opportunities to persons with disabilities. Training will be provided in an ongoing manner as long as there are changes to policies, procedures and practices governing the provision of goods and services to persons with disabilities.

Responsibility:

It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:

1. The City of Hamilton will provide Customer Service Standard (CSS) accessibility training to the Mayor, Councillors, all employees, volunteers and all those who are involved in the development and approvals of policies, practices and procedures.
2. General Managers will ensure that all their staff receive the required training as soon as practicable. Each department must develop their own training schedule to achieve this end.
3. General Managers will ensure that employees are being trained on an ongoing basis or made aware when changes are made to the Customer Service Standard (CSS) policies, practices and procedures and receive updated training every 5 years thereafter.

4. General Managers will keep records of all staff trained and can request reports from the Access and Equity Office. The training records will be tracked using the People soft system.
5. The staff will be provided training that is relevant to their duties, responsibilities and interaction with the public.
6. New managers will be trained on the CSS policies, practices and procedures within one month of being hired or as soon as practicable thereafter.
7. New staff and volunteers will be trained on the CSS policies, practices and procedures at the time of orientation or within a reasonable period of time but no later than three months of starting with the City of Hamilton.
8. New staff and volunteers will be provided with a copy of the CSS policies and procedures awareness handbook.
9. All agents, third parties, contractors and consultants working on behalf of the City of Hamilton, must provide proof of accessibility training before being awarded contracts, tenders and Request for Proposal that is in accordance with the training requirements of the Customer Service Standard. (See [training outline #11](#)).
10. The training curriculum will be reviewed regularly, by the Access and Equity Office, to ensure that it remains up-to-date with current legislation, practices and upcoming Accessibility for Ontarians with Disability Act, 2005 standards.
11. Training will include:
 - 11.1 The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
 - 11.2 How best to interact and communicate with people who have a wide range of disabilities.
 - 11.3 How to interact respectfully with people with disabilities who use assistive devices or are accompanied by a service animal or a support person.
 - 11.4 How to assist persons who have disabilities access services, programs and opportunities of the City of Hamilton.
 - 11.5 How to use equipment or assistive devices, e.g. Bell Relay System, wheelchairs and lifts made available on City of Hamilton premises;

otherwise, how to access internal staff that will assist them to do so.

- 11.6 What to do if a person with a disability appears to be having difficulty accessing the City of Hamilton's goods and services. This will include asking the person whether they need assistance.
- 11.7 The City of Hamilton's policies, practices and procedures relating to the Customer Service Standard.

- 12. Training and awareness regarding the Customer Service Standard will be provided to the following groups:
 - 12.1 Advisory Committees & Volunteers
 - 12.2 All Staff, Mayor and Council
 - 12.4 All new Employees
 - 12.5 All new Managers

Agents, third parties, consultants and contractors must provide proof of Customer Service Standard training in accordance with and as outlined in number 11 above.

- 13. Training will take the form of:
 - 13.1 AODA, 2005 Customer Service Standard Handbook.
 - 13.2 E-learning or other electronic learning programs.
 - 13.3 In-class training for management, front line employees, Councillors, staff who develop and review policies, procedures and by-laws, as well as employees providing goods, services, program and opportunities to persons with disabilities, including but not limited to, information clerks, front desk or reception staff, volunteers, transportation staff and security personnel.