



LET US **ENTERTAIN** YOU!

Training

Centre In The Square will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Centre In The Square will also keep a record of all training provided, along with who received the training and when.

This training will be provided within 3 months of staff being hired and will require refresher training every 3 years.

Accessible Customer Service Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements laid out in that Act.
- An overview of the Human Rights Code as it pertains to persons with disabilities.
- Appropriate ways to interact and communicate with persons with various disabilities, both visible and invisible, such as learning and mental health disabilities.
- How to interact with people who use various assistive devices.
- How to interact with people who require the assistance of a support person.
- How to interact with people who require the assistance of a service animal.
- How to use the equipment or assistive devices available at CITS.
- What to do if a person with a particular type of disability is having trouble accessing goods or services.
- Centre In The Square's policies, practices and procedures relating to the Accessible Customer Service Standard.