

# AODA CUSTOMER SERVICE STANDARDS TRAINING FOR PROVIDING GOODS & SERVICES TO PEOPLE WITH DISABILITIES

FILE UNDER SECTION: **Administration**

EFFECTIVE: January 24, 2012

SUB-SECTION: **POLICIES & PROCEDURES**

REVISED

**APPROVED**

## **Policy Statement**

Independent Living Services (ILS) is committed make every reasonable effort to ensure that our goods and services are provided in a manner that takes into consideration a person's disability, whether physical or other. This policy applies to all employees, agents, contractors and volunteers acting on behalf of the organization.

As a minimum, ILS will provide training as required under legislation to all persons to whom this policy applies, as soon as practical after an individual assumes this responsibility. Applicable personnel will be trained and updated in policies, practices, and procedures that affect the way goods and services are provided to people with disabilities.

### **To enact this policy, the following training procedures have been established:**

#### **1. For the Board of Directors:**

As part of the implementation of the AODA standards and regulations, the Board will participate fully, and lead by example. To accomplish this:

- A governance overview of agency requirements to implement and maintain AODA customer service standards will be incorporated into the fall 2011, and future Board orientation sessions;
- Board members will participate in enhanced Customer Service Training (3 hour session); and
- New Board members will have received extensive Customer Service Training under the AODA, before joining the Board, or will complete this training within the first year of service.

#### **2. For Management Positions within the Agency:**

All management staff will have advanced training in AODA Customer Service standards before joining the agency, or will complete this advanced training within their first year of employment. An expectation of all management staff is that they maintain an awareness and competency in Customer Service, as per the AODA, and ensure ongoing compliance within their departments.

ILS Operations Manual	Section 2 - Customer Service Training For Providing Goods & Services to People With Disabilities
ILS Attendant Care Services	Module 2 - Policies & Procedures: Admin

**3. For Program and Administrative Staff members:**

Program guidelines will be established for each program which will determine the level of training required for each of the program positions as it relates to Customer Service Standards under AODA.

**4. For Program and Administrative Staff volunteers:**

Program guidelines will be established for each program which will determine the level of training required for each of the program volunteer positions as it relates to Customer Service Standards under the AODA.

**5. Agents and Contractors:**

As a condition of the contract for service with ILS, each Agent and Contractor, who has contact with the public, will be asked to verify that training in customer service, as required by the AODA, has been completed by the individuals offering this service.

ILS Operations Manual	Section 2 - Customer Service Training For Providing Goods & Services to People With Disabilities
ILS Attendant Care Services	Module 2 - Policies & Procedures: Admin