

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.07
Section:	Customer Service	Issued:	Nov 1, 2012
Subject:	Training	Effective:	
Issue to:	All Manual Holders	Page:	1 of 4
		Replaces:	Sept 15, 2011
Issued by:	Greg Last	Dated:	Nov 1, 2012

1 POLICY

1.01 Filter Solutions Inc. will 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 will be provided as soon as practicable after an individual assumes responsibilities related to the public and will include the following:

- a) The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the Accessibility Standards for Customer Service;
- b) Information regarding Filter Solutions Inc. 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 Filter Solutions Inc.

The amount and format of training will be 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 will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

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2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is that Filter Solutions Inc. is required to provide training to all employees, volunteers, contractors, and others who deal with the public on Filter Solutions Inc.'s behalf. Filter Solutions Inc. must also train all others who are involved in the development of policies, practices and procedures.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Filter Solutions Inc. in Ontario.

4 RESPONSIBILITY

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

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

For the purpose of this policy, employees encompass all of the groups indicated in section 2.01.

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation
429/07

7 PROCEDURES

7.01 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 Filter Solutions Inc., 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 Filter Solutions Inc.'s policies, practices and procedures relating to the customer service standards.

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- 7.02 **Timing of training:** All current employees who work with the public should be trained immediately.
- 7.03 All new employees who work with the public should be trained as soon as practicable. It is recommended that training take place within 60 days after commencing employment.
- 7.04 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 60 days after commencing these new job responsibilities.
- 7.05 Employees should also be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 7.06 **Methods of training:** All Filter Solutions Inc. staff should be provided the mandatory training as follows:

Review of the manual and Accessibility for Ontarians with Disabilities Act

- 7.07 Part of training includes reviewing all Filter Solutions Inc. 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.)
- 7.08 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.