

## AODA – Training Policy

R. J. Burnside and Associates, Limited and its affiliated companies (Burnside) will provide training about the provision of accessible services to employees, contractors, volunteers and others who interact with people who wish to obtain use or benefit from services provided by Burnside.

Training will be provided to each person as soon as practicable after he or she is assigned applicable duties. Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of services.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

Training will cover the following:

- a review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- a review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07;
- instructions on how to interact and communicate with people with various types of disabilities;
- instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person
- instructions on how to use equipment or devices available on our premises or otherwise provided by us that may help with the provision of goods or services to a person with a disability
- instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Burnside's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Records will be kept of the training, including the dates on which the training was provided and the number of individuals that attended.

