

APPLEBY ACCESSIBILITY POLICIES

Training

Appleby will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07). Training will be provided to Appleby employees as part of orientation training for new employees. Training will also be provided on an ongoing basis in connection with changes to the policies and procedures governing the provision of goods and services to persons with disabilities. Appleby will ensure that training is made available to people who deal with members of the public or other third parties on behalf of Appleby, whether the person does so as an employee, volunteer or otherwise; and that every person who participates in developing Appleby policies, practices and procedures governing the provision of goods and services to members of the public.

Appleby will be providing online training that will focus on the following areas:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07).
- Information about Appleby's policies, procedures, and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- How to use equipment or devices available on Appleby's premises or otherwise provided by the school that may help with the provision of services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the school's services.

The amount and format of training will depend on the person's interaction with customers. A record of training received by staff and volunteers will be kept in the Human Resources Department.