

Accessible Customer Service Training Policy

Training

United Mennonite Home will provide training to its staff and volunteers about the provision of its services to persons with disabilities.

All United Mennonite Home employees and volunteers, who deal with tenants, residents, the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive appropriate training as soon as such training can be arranged after beginning their employment.

United Mennonite Home will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practical. United Mennonite Home will keep records of the training provided. These records will include the dates on which the training is provided and the names of the persons trained.

Training will include the following:

- a) how to provide services in a manner that respects the dignity and independence of persons with disabilities;
- b) how to interact and communicate with persons in a manner that takes into account their disabilities;
- c) the process by which members and the public provide feedback to UMH about its provision of services to persons with disabilities, and how UMH responds to the feedback and takes action on any complaint;
- d) how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access services;
- e) what to do if a person with a particular type of disability is having difficulty accessing UMH's services;
- f) information on other UMH policies, practices, and procedures dealing with the AODA;
- g) a review of the purposes of the AODA and the requirements of the customer service standard.