**POLICY:**

The Agency will provide training to its staff about the provision of its services to persons with disabilities.

**To be read with Policy CG-A1 Accessible Customer Service**

**PROCEDURES**

All employees of Lanark, Leeds and Grenville Addictions and Mental Health (LLGAMH) who deal with tenants, the public or other third parties, and those developing customer policies will receive appropriate training as soon as such training can be arranged after beginning their employment.

The Agency will also provide on-going training with respect to changes in its policies and procedures to those individuals who require such training as soon as practical. LLGAMH 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:

* How to improve services in a manner that respects the dignity and independence of persons with disabilities
* How to interact and communicate with persons in a manner that takes into account their disabilities,
* The process by which members and the public provide feedback to LLGAMH about its provision of services to persons with disabilities and how the Agency responds to the feedback and takes action on any complaint
* 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
* What to do if a person with a particular type of disability is having difficulty accessing LLGAMH services
* Information on other LLGAMH policies dealing with Accessibility (CG-A1)
* A review of the purposes of the Accessibilities for Ontarians with Disabilities Act and the requirements of the customer services standard.

This policy will be posted for all employees on the Staff Manual shared drive.