



Accessibility Training for Customer Service

Work Instructions

1.0 Purpose

These instructions are intended to define the training requirements for employees providing customer service in the provision of goods and services to the public. These instructions meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*,

2.0 Scope

- a) These instructions apply to any employee of Nutrafarms Inc. who is a provider of goods and service. This policy shall also apply to all persons who participate in the development of the Nutrafarms Inc.'s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

3.0 Training Provisions

As reflected in *Ontario Regulation 429/07*, regardless of the format, 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 (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Nutrafarms Inc's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

4.0 Training Schedule

Nutrafarms Inc. will provide training upon hire of employees within a role of providing goods and services. Training will be provided to all employees providing goods and services annually. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

5.0 Record of Training:

Nutrafarms Inc. will keep a record of training within the employees training file.