



## Training Procedures

### ***Purpose:***

Lackner McLennan Insurance will provide training, to its Staff about the provision of its goods and services to persons with disabilities. All Staff who deal with the public or other third parties and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training. LMI will also provide ongoing training to Staff with respect to changes in its policies, practices, and procedures.

### ***Procedures/Practices:***

All new Staff will be given training relevant to their position and level of interaction with the public as soon as practicable after their commencement date. Training upgrades will be provided to staff moving to a new position within LMI when a higher level of customer service interaction is required by the position.

Staff hired by LMI who provide customer service will provide proof of Accessibility Awareness training prior to their commencement with LMI. If the staff has not had the necessary training, LMI will provide. Record of all training must be sent to the appropriate department for documentation.

Training will include:

Purpose of the AODA, 2005 and requirements of the Customer Service Regulation  
How to interact and communicate with persons with various types of disabilities  
How to interact when an assistive device, guide dog or service animal or support person is used  
How to use LMI equipment or devices.

What to do if a person with a disability is having difficulty accessing services  
Information about LMI Accessible Customer Service Standards Policy and related procedures

1. Training will be provided according to the level of involvement with customers as follows:

#### **Level A**

This group includes department heads, administration staff and other staff who deal with the public on a regular basis.

The Staff that work directly with customers in various formats on a day-to-day basis. These Staff will require a more in-depth training session which would last approximately 2-3 hours. This training session may include:

- . 2-3 hour presentation/seminar from an accessibility consultant or the designated Train the Trainer employee
- . participation in the on-line Serveability program (Ministry of Community and Social Services). Upon completion participants will receive a certificate in accessibility awareness.
- . Some practical group work with situations that apply directly to their duties.



## **Level B**

This group includes contracted staff, volunteers and co-op students that provide services to the public, consultants/facilitators who will deal with the public and third party agents.

Until private organizations are compliant with the AODA, 2005 Customer Service Regulations required for January 1, 2012, LMI will require this group to read a brochure prepared by LMI. It will also be suggested that this group take the Serveability program and present the certificate to LMI before commencing any work on behalf of LMI. As part of the procurement of goods and services, must be provided to LMI.

- LMI will keep records of the training provided
- LMI will ensure that a designated staff member completes Train the Trainer training. This staff member will be responsible for training all new Staff and for providing an update to current Staff on an as needed basis.