

Accessibility Training Policy

Eramosa Engineering Inc. (Eramosa) will provide training about the provision of accessible services to employees, co-op students, volunteers and others who interact with people who use or benefit from services provided by Eramosa or desire to do so. We will provide training to each person within three (3) months of starting employment or as soon as is practicable. Training will also be provided to our staff involved in the development of policies, practices and procedures regarding the provision of services. Updated training will be provided on an ongoing basis as per the act and whenever changes are made to our plan or policies. Eramosa will maintain a log of those who have received this training as well as the time frame in which it was completed.

Training will cover the following:

1. A review of the purpose and requirements for the following:
 - a. The Accessibility for Ontarians with Disabilities Act, 2005;
 - b. The Accessibility Standards for Customer Service, Ontario Regulation 429/07;
 - c. The Human Rights Code as it pertains to persons with disabilities;
2. A review of Eramosa's practices, procedures, and policies that have been developed to provide accessible services to clients and customers with disabilities including instructions on what to do when a person with a disability is having difficulties accessing our services;
3. How to interact and communicate with people with various types of disabilities including but not limited to those that;
 - a. Require the use assistive devices;
 - b. Require the assistance of a guide dog, service dog or other service animal; or
 - c. Require the use of a support person
4. Instructions on how to use equipment or devices as required provided by us that may help with providing our services to a person with a disability.