 <p>LONDON X-RAY ASSOCIATES EST. 1931</p>	Manual	HUMAN RESOURCES
	Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
	Sub-section	Customer Service
	Subject	Employee Training
	Date of Origin	August 1, 2016
	Review Dates	January 1, 2020; May 1, 2024
	Revision Dates	Version 2
	Approved By	COO

Objective: To provide training to all employees, volunteers and others on London X-Ray Associates’ (LXA) behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures.

General:

Training topics included will be:

- The purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of the Accessibility Standards for Customer Service;
- Information regarding LXA policies, practices and procedures relating to the customer service standards;
- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing our services;
- How to interact with people with disabilities who use an assistive device, service animal or support person;


London X-Ray Associates will provide training to:

- a. all its employees, volunteers, agents, contractors and others;
- b. all those who are involved in the development, approval, monitoring or implementation of policies at LXA.

Timing of Training:

Training will be provided within 60 days from when the individual commences performing duties as soon as practicable after an individual assumes responsibilities of employment.

Additional training will be provided on an ongoing basis within 4 weeks of any revisions made to our policies and/or related procedures and practices.

	Manual	HUMAN RESOURCES
	Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
	Sub-section	Customer Service
	Subject	Employee Training
	Date of Origin	August 1, 2016
	Review Dates	January 1, 2020; May 1, 2024
	Revision Dates	Version 2
	Approved By	COO

Responsibility:

It is the responsibility of the Directors and Coordinators to ensure that all employees follow the guidelines set out in this policy.

It is the responsibility of the Directors and Coordinators to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

Record Keeping:

LXA will keep a copy of the training record generated or provided at the end of the training in the employee's file.

LXA is required by the customer service regulation to keep a record of all training provided under the AODA and Regulation 429/07. The training records to be maintained include the date on which training was provided, the type of training and participants.

LXA's training record will be made available, upon request during an audit by the provincial government as per regulation 429/07 or Accreditation Canada through formal inspection of clinic(s).