



Accessibility Regulations for Contracted Services

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Sect. 6, every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained on the following:

- 1) How to interact and communicate with persons with various types of disability.
- 2) How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person.
- 3) How to use equipment that is available on the premises that may help in the provisions of goods or services.
- 4) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- 5) Information on the policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Contracted employees, third party employees, agents and others who deal with members of the public on behalf of the City of Pickering must meet the requirements of Ontario Regulation 429/07 with respect to training.

A document describing the training policy, a summary of the contents of the training and details of training dates and attendees must be submitted to the City of Pickering upon request.

I acknowledge the aforementioned accessibility regulations:

Company Name

Date

Authorized Official Name (please print)

Authorized Official Signature

Authorized Official Title

Alternate formats available upon request at 905.683.7575.