

# Morris-Turnberry Accessibility:

## Training

1. The Municipality of Morris-Turnberry shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
  1. Every person who deals with members of the public or other third parties on behalf of the Town, whether the person does so as an employee, agent, volunteer or otherwise.
  2. Every person who participates in developing the Municipality's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
2. The training will include a review of the purposes of the Act and the requirements of this policy and instruction about the following matters:
  1. How to interact and communicate with persons with various types of disability, as outline in this policy and procedures.
  2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, as outlined in this policy and procedures.
  3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
  4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
3. The Municipality of Morris-Turnberry will log and retain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.
4. The Municipality of Morris-Turnberry will customize the training going forward, based on the actual experiences, usage of the persons with disability in Municipality of Morris-Turnberry owned or operated facilities and legislative requirements as they come down from the province.