

## **Staff Training**

We are also committed to providing training to all staff who deal with the public or other third parties on behalf of Siskinds. This same training is also provided to others at Siskinds who are involved in establishing the policies, practices and procedures for how our legal services are provided to people with disabilities.

This training includes:

An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of its Client Service Standard;

How to interact and communicate with people with various types of disabilities;

How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;

How to use any equipment or devices available at Siskinds or otherwise that may help provide our services to people with disabilities; and

What to do if a person with a disability is having difficulty accessing our legal services.

We strive to have this accessible client service training provided to all staff within 10 days of being hired or transferred into an applicable position. After that, we provide updated training on an ongoing basis whenever changes are made to how our legal services are provided to people with disabilities.