

## Training for staff

McDougall will provide training to employees and others who deal with the public on its behalf.

Training will also be incorporated into McDougall's new employee orientation program.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer 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 a support person; and
- What to do if a person with a disability is having difficulty in accessing McDougall's goods and services.

Training will be provided as soon as practicable. As appropriate, there will be ongoing training and communications about changes to McDougall's policies, practices and procedure in relation to the provision of goods and services to people with disabilities.