

Accessibility Customer Service Training for Sedan Taxi Drivers and Dispatchers focuses on developing taxi driver and dispatchers customer service strengths when providing service to individuals with disabilities. The skills taxi drivers and dispatchers will learn in this program will help them meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), and potentially increase your business.

Join us and explore:

- Understand equal rights and the purpose of the Accessibility for Ontarians with Disabilities Act (AODA)
- Learn how to interact and communicate with people with various types of disabilities
- Create awareness of persons with disabilities and recognize accessibility barriers
- Learn how to interact with people with disabilities who use assistive devices or who require the assistance of a service animal or support system
- Discuss techniques required to drive for comfort and safety and to ensure the taxi experience is excellent

Date: November 3, 2009 from 9:00am-5:00pm

1-day program facilitated by an OTEC Master Trainer
Receive participant manual

Location: OTEC Training Centre, 21 Four Seasons Place, Suite 300, Toronto, ON M9B 6J8

(Refreshments and lunch included!)

Booking deadline: October 20, 2009

Workshop price: \$199.00 + GST
Book 3 or more for only \$175.00 each*

*This offer is not valid in conjunction with any other promotion

REGISTER TODAY. SPACE IS LIMITED!

Call Lauren Griesbach at (416) 622.1975 ext. 210
Fax registration form to (416) 622. 7476
or email clientservices@otec.org





Accessibility Customer Service Training for Sedan Taxi Drivers and Dispatchers

REGISTRATION FORM

November 3rd, 2009 • 9:00am to 5:00pm

OTEC Training Centre • 21 Four Seasons Place, Suite 300, Toronto, ON M9B 6J8

To register, complete the following form and FAX to (416) 622-7476 or email clientservices@otec.org

Name (First) _____ (Last) _____

Job Title _____ Organization _____

Address _____

City _____ Prov _____ Postal Code _____

Phone _____ Fax _____

E-mail _____ Website _____

Industry Segment:

- | | | | |
|--|-------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Accommodation | <input type="checkbox"/> Chamber | <input type="checkbox"/> Financial | <input type="checkbox"/> Healthcare |
| <input type="checkbox"/> Association | <input type="checkbox"/> DMO | <input type="checkbox"/> Foodservice | <input type="checkbox"/> Recreation |
| <input type="checkbox"/> Attraction | <input type="checkbox"/> Education | <input type="checkbox"/> Government | <input type="checkbox"/> Transportation |
| | <input type="checkbox"/> Employment | <input type="checkbox"/> Other _____ | |

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

NOTE: REGISTRATION INCLUDES REFRESHMENTS AND LUNCH

Special dietary or other requirements: _____

	Single Registration	3 or more Registrations	Cost
One Day Training (Nov 3)	\$199. ⁰⁰ per person	\$179. ⁰⁰ p.p x ___ people	
	Sub-Total		
	GST (5%)		
	Total Registration Cost		

Method of payment: Mastercard Visa

Credit Card Number _____ Exp Date _____

Cardholder Name _____ Signature _____

Cheque Payments: Make payable to 'OTEC' and mail with completed registration form

Check here if you do not wish to be added to the OTEC mailing list for e-newsletter and training updates

Should it be necessary for you to cancel, full refund(s) less a \$25.00 administrative fee will be issued prior to October 5, 2009. If a cancellation occurs after the date stated here, and prior to October 20, 2009 the registrant will receive a credit towards a future program, plus an administrative fee of \$25.00 will be charged. Full fees will be forfeited if you cancel after October 20, 2009

