

Accessibility Customer Service Training for Sedan Drivers and Dispatchers -Train-the-Trainer 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. After successful completion of this two day train-the-trainer program participants become certified to train Accessibility Customer Service Training for Sedan Drivers and Dispatchers to other taxi drivers and employees within their organization.

Join us and explore:

Day 1

- 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

Day 2

- Responsibilities of the trainer
- Adult Learning Principles
- Learning styles/trainer inventory
- Techniques to handle difficult participant situations

Date: November 3 to 4, 2009 from 9:00am-5:00pm

2-day train-the-trainer program facilitated by an OTEC Master Trainer
Receive trainer guide and 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

(Eligibility criteria applies)

Workshop price: \$995.⁰⁰ + GST
Book 3 or more for only \$895.⁰⁰ 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 Drivers and Dispatchers -TRAIN-THE-TRAINER
REGISTRATION FORM
 November 3rd & 4th, 2009 • 9:00am to 5:00pm

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
Two Day Training (Nov 3-4)	\$995.00 per person	\$895.00 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

