

For Immediate Release:

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OTEC Launches two new Accessibility Training Workshops

Ensuring Accessibility to All - OTEC's Important New Service Training Program helps Ontario Businesses meet the Accessibility for Ontarians with Disabilities Act (AODA) customer service standards.

OTEC is committed to promoting customer service for everyone and is proud to launch two new training programs this fall - "Accessible Service Excellence" and "Leading Accessible Service Excellence". These programs will raise your management and team's awareness about how best to satisfy clients and visitors with disabilities or accessibility needs.

Recent studies reveal that 1 in 8 Canadians have a disability and people with disabilities are responsible for \$25 billion in annual customer buying power in Canada. Now, with these two informative workshops, you can not only ensure your organization can fulfill all of your customers' needs, but achieve compliance with the new "Accessibility for Ontarians with Disabilities Act" (AODA).* These programs are designed to complement OTEC's full day or half day "Service Excellence and Seasonal Service Excellence" training programs.

"We have been in the customer service training business for over 17 years and have successfully designed and delivered customer service training programs for persons with disabilities to the Ontario Public Transit Industry (SkilForm) and Go Transit," states Vicki Lymburner, OTEC President and CEO. "We are proud to offer our two new programs which will assist businesses to comply with the AODA legislation".

These informative and innovative programs will be launched with the first public session in September but are also available for businesses or organizations wishing to train their entire teams in private sessions or at their workplace.

To register for "**Leading Accessible Service Excellence**" or "**Accessible Service Excellence**" or for more information visit OTEC's website, www.otec.org.

** Public Sector Organizations have until 2010 and Private Businesses have until January 1st, 2012 to meet the customer service standards of AODA. For more information about the AODA please visit:
www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/*

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About OTEC

OTEC is an independent, not-for-profit training and human resource development organization which has evolved from the 2005 consolidation of the Ontario Tourism Education Corporation (OTEC) established in 1991, and Customer Service Excellence Corporation (CSEC) established in 2001. Originally formed through a partnership with industry, government, labour and education to offer training programs, standards, certification and employment development programs for the tourism and hospitality sectors, the organization continues with these mandates, but has expanded to provide an extensive range of *“Customer Service & Management”* training programs for a variety of sectors and clients.

OTEC is also Ontario’s representative on the Canadian Tourism Human Resource Council (CTHRC), the national sector council for tourism, funded by Human Resources and Social Development Canada (HRSDC), and is the tourism sector council organization for the Province of Ontario representing the labour, skills development, training, and human resource issues of the sector.

For more information on OTEC’s products and services please go to www.otec.org

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