

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: March 23 to 24, 2010 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: March 9, 2010**

(Eligibility criteria applies)

**Workshop price: \$995.<sup>00</sup> + GST**  
**Book 3 or more for only \$895.<sup>00</sup> 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](mailto:clientservices@otec.org)





Accessibility Customer Service Training for Sedan Drivers and Dispatchers -TRAIN-THE-TRAINER  
**REGISTRATION FORM**  
 March 23<sup>rd</sup> & 24<sup>th</sup>, 2010 • 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
<b>Two Day Training (Mar 23-24)</b>	\$995.00 per person	\$895.00 p.p x ___ people	
		<b>Sub-Total</b>	
		<b>GST (5%)</b>	
		<b>Total Registration Cost</b>	

**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 February 23, 2010. If a cancellation occurs after the date stated here, and prior to March 9, 2010 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 March 9, 2010.

