

**If your organization trains more than 100 employees per year, then consider delivering OTEC's Accessible Service Excellence program in-house. Your trainers will gain a solid understanding of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)\* legislation. Your organization will benefit through increased employee participation, theory retention and support in your efforts to create an 'accessible service culture' and meet AODA customer service standard.**

\*Public sector Organizations have until January 1, 2010 and private businesses have until January 1, 2012 to meet customer service standards of AODA

**Day 1**

- Presentation of the 3<sup>1/2</sup> hour frontline Accessible Service Excellence Program
- Review of AODA and application to your workplace
- Develop an understanding of the training compliance component of AODA
- Develop your workplace action plan and next steps

**Day 2**

- Designated Trainer Program - Delivery
- Adult Learning Principles
- Learning style/trainer style inventory
- Learn to train Accessible Service Excellence

**Date: May 26, 2010 to May 27, 2010 from 9:00am-5:00pm**

2-day workshop delivered by an OTEC Master Trainer  
Receive a participant manual, trainer manual and trainer certificate

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

(Refreshments and lunch included!)

**Registration deadline: May 12, 2010**  
**(Eligibility criteria applies)**

Workshop price: \$995.<sup>00</sup> + GST  
Book 3 or more and save \$100.<sup>00</sup> each\*

\*The 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)

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

Prefix  Mr  Mrs  Ms  Dr

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 of Commerce | <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: \_\_\_\_\_

	Before May 12, 2010	Cost
<b>Single Registration</b>	\$995. <sup>00</sup> per person	
<b>3 or more Registrations</b>	\$895. <sup>00</sup> 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 April 26, 2010. If a cancellation occurs after the date stated here, and prior to May 12, 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 May 12, 2010