



# Effective Accessibility Consulting

Welcome: We Enable Learning (through) Communication, Opening Minds & Education

## **Helping Businesses Become Compliant**

Accessibility for Ontarians with Disabilities Act, 2005, (AODA)  
Ontario Reg. 429/07: Accessible Customer Service Standard

### ***Person-to-Person Accessible Customer Service Training Workshop***

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 Accessible Customer Service Standards

This three hour interactive and educational workshop brings understanding of the issues experienced by those who have a disability. Participants will engage in disability simulations, have discussions on the six main categories of disabilities, learn effective communication and interaction strategies for serving clients with disabilities, as well as examine barriers that exist for people with disabilities. This informative, enlightening and inspirational workshop meets all of the requirements of Ontario Regulation 429/07: Accessible Customer Service Standard.

Each registrant of the Person-to-Person Accessible Customer Service Training Workshop receives a resource manual and upon conclusion, a certificate of completion.

### **Accessible Customer Service Management Overview**

The Accessible Customer Service Management Overview is a three hour workshop which includes the training and policy requirements and priorities that your organization must consider to comply with the accessibility legislation. This workshop will assist your management staff to move ahead with implementing the requirements of the Accessible Customer Service Standard, Ontario Regulation 429/07. The content of this workshop is appropriate for Owners/Operators, Directors, Chief Executive Officers, Chief Administrative Officers and Senior Management or any other staff members responsible for developing your organization's policies and training. This workshop does not meet the requirements of Accessible Customer Service Training as defined by the Accessibility for Ontarians with Disabilities Act Customer Service Standards.

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## Accessible Customer Service Workshops

### Registration

**Please complete and fax or email registration by January 13, 2012 to reserve your spot(s)!**

**Where:** Suiteworks, 92 Caplan Avenue, Barrie, ON  
Simcoe Boardroom

#### **Please Check Each Workshop Attending**

**Accessible Customer Service Training: Cost \$65.00 (+HST) per person**

January 23, 2012: 9:00 am – 12:00 pm

**Management Overview: Cost \$50.00 (+HST) per person**

January 23, 2012: 1:00 pm – 4:00 pm

**\*\*Please note:** If you are a Barrie Chamber of Commerce member or Oro-Medonte Chamber of Commerce member you will receive a 10% discount. If you are a not-for-profit organization you will receive a 15% discount\*\*.

**Name of Attendee:** \_\_\_\_\_

**Business/Organization:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Phone Number/Email:** \_\_\_\_\_

Payment via cheque or cash must be received one week prior to workshop(s).  
We reserve the right to limit the number of participants or to cancel a workshop due to insufficient number of registrations.

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