

# AODA WORKSHOP REGISTRATION FORM

AODA Customer Service and the proposed Integrated Communications, Employment, Transportation and Built Standards are legislative requirements that all businesses with one or more employees must comply with over the coming years. The Ontario Government would like Ontario to be 100% accessible by 2025. Beyond Rewards in partnership with the Guelph Business Enterprise Centre have developed the following workshops to assist you with compliance, policy development, and training to guide you in your implementation process:

## **Train the Trainer – Customer Service Standard**

This intensive **one day** workshop will show you how to accommodate your customers in your work and surrounding environment. The hands on exercises will ensure your compliance with the legislation that comes into effect in 2012 for Private Service Industries under the Accessibility for Ontarians with Disabilities Act and other legislations. This workshop will be facilitated by Accessibility Experts who will give you the experience and knowledge to break the accessibility barrier. This is a **Train the Trainer** course – a completed certificate will enable you to train the staff at your facility.

*You must attend the either the online webinar or one of the online introductory courses to attend this class - AODA - Are You Prepared – An Introduction to AODA Customer Service? Register online for this course.*

## **Who will benefit by this training:**

This train-the-trainer workshop educates internal organizational trainers and leaders on how to comply with pertinent and required AODA legislation, and how to effectively facilitate and coach internal staff to incorporate accessible customer service into the workplace and daily practices.

## **How you will benefit:**

- Understand the legislative requirements
- Be compliant with Ontario Legislation for Accessibility for Ontarians with Disabilities - Customer Service
- Be better equipped to assist your clients with disabilities
- Clients with disabilities will appreciate that you better understand their needs
- Able to develop your policies, practices and procedures around the culture of your organization
- Be the expert in your workplace and provide training to the staff

## **What We Will Cover:**

- Policies, practices and procedures
- Service animals and support people
- Notice of disruptions in service to people with disabilities
- Training for staff
- Feedback process
- Notice of availability of documents
- Format of documents
- Financial support
- Checklists

**Date: September 30<sup>th</sup> or October 28<sup>th</sup> or November 17<sup>th</sup>, 2011 Time: 9 a.m. - 4 p.m.**

**Location: Guelph Business Enterprise Centre Boardroom 42 Wyndham Street North, Guelph**

**Cost: \$395.00/person (Includes Complementary Training CD – Customizable for your internal organization training needs. NOTE \*\* this training is for internal use only not for re-sale. Copyright limits access and use of the training materials to internal training for organizations paying for the**

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*training only! Only one training CD per company provided unless from different locations identified at time of registration.*

<b>Company</b>	
<b>Mailing Address</b>	
<b>Phone</b>	
<b>Attendee Name</b>	
<b>Attendee Email</b>	
<b>Attendee Name</b>	
<b>Attendee Email</b>	

\*\* if more than two attendees, please attach additional registration forms.

Workshop	Date	# attending	\$395.00 per person +HST = 446.35
AODA Train-the-Trainer			
Total due			

Make Cheque payable to:

**Beyond Rewards Inc.** 17a-218 Silvercreek Pkwy N. Suite 327 Guelph, ON N1H 8E8  
Call 519 821 7440 or 519 821-3822

**Or Pay by Credit Card:**

- Visa      **Number:** \_\_\_\_\_ **Exp:** \_\_\_\_\_
- MasterCard      **Cardholder Name:** \_\_\_\_\_
- Amex      **Signature:** \_\_\_\_\_

**Please fax orders to: 519-821-7680**

**To register online go to: [www.beyondrewards.ca](http://www.beyondrewards.ca)**