

Accessibility for Ontarians With Disabilities Act – Are You Ready?

For registration information contact Winnie Chan, Senior Conference & Training Coordinator of The MEARIE Group, at 905-265-5332, email wchan@mearie.ca

Course Summary & Objective:

Peter Barrow, Facilitator

New Ontario legislation will mandate standards of customer service for the disabled, both those who are physically and intellectually challenged, in every aspect of an organization's operations. This course is designed to help managers and department heads to understand the impact of this legislation, what it will mean to customer service and what new standards of performance and care will be required of staff. The curriculum has been designed in cooperation with specialists in this field and those who know the legislation comprehensively.

Course Outline:

The following topics will be covered:

- What the new legislation expects
- The likely impact of legislation on customer-centered organizations
- What accessibility really means and how to provide it
- Creating welcoming spaces, environments and customer interactions
- Ways in which telephone technique may have to change
- Orientation and training for call centre and support teams
- Staying ahead of trends and changes in this crucial area-being ready for a changing future.

Who should attend?

Accounts receivable personnel, supervisors, call centre and support staff, credit managers and collection managers.

Date(s):	November 24	Cost:	\$495.00 + GST
		Includes materials, lunch and breaks	

Course Length:	1 day	Location:	The MEARIE Group
-----------------------	-------	------------------	------------------

Accommodation	Accommodation (see pg. 6) is the responsibility of employer. Lunch will be provided by The MEARIE Group.
----------------------	---

