Program Support Services presents...

Accessible Customer Service

In 2005 the Accessibility for Ontarians with Disabilities Act (AODA) was passed. The purpose of this Act is to achieve a fully accessible Ontario by 2025. This is very exciting and promising for individuals who have a disability. The Customer Service Standard is now being rolled out and this is your opportunity to attend and learn more about this very important ACT.

At the end of this session, participants will be able to:
• Describe their legislated responsibilities pertaining to the Act
• Explain what accessible customer service is
• Understand the principles of accessible customer service

Thursday July 26, 2012 from 4 - 6:00 p.m.

Halton Regional Centre
1151 Bronte Rd., Oakville
Auditorium

Presenter: Julie Mann-Harrison, RECE, ECEC and Sheree Abram-Tilk, B.A., ECE.C., BEd, RECE
Program Support Consultant, Children’s Services, Halton Region

Cost:  No Cost
Register by:  July 12, 2012
Maximum Number of Attendees: 50

NOTE:  Please let us know if you have any individual needs or requirements.

Cancellation Policy: Halton Region (PSS Team) must be notified at least 7 working days in advance of the event if you are unable to attend. If an individual cannot attend, substitutions are welcome, please call to change the name.

For more information and to register, please contact
Jo Anne Elsbury at 905-825-6000 OR 1-866-4HALTON (1-866-442-5866) ext. 2539 or joanne.elsbury@halton.ca