

AODA Accessibility Standard for Customer Service General Employee Training

Employee Education is a critical component to a company meeting its compliance requirements under this new legislation. FRPO's new AODA/Customer Service Standard Employee Training Course (1/2 day) has been developed to assist members in meeting the employee education and training requirements under this Regulation. This course focuses on the requirements under this Standard and how to effectively provide customer service to residents/tenants with a disability.

Toronto	February 16th	<input type="checkbox"/> 8:30-12:15	<input type="checkbox"/> 1:15-4:45
----------------	---------------------------------	--	---

Sessions are being held at 20 Upjohn Road, Toronto

- \$55 + HST (\$62.15) CRB Program Members**
- \$76 + HST (\$85.88) FRPO & GTAA Members (not currently enrolled in CRB Program)**
- \$125.00 + HST (\$141.25) Non-Members**

**(Limited space, book early! Priority will be given to members)
All registrations must be paid in advance with Visa, Mastercard, or Cheque**

Name _____

Company _____

E-mail: _____ Ph _____

Please list names of employees attending on email or attach sheet.

Method of Payment: Please circle one. Visa Mastercard Cheque

Card Number: _____ CVV2 _____

Name/Signature: _____ Expiry: _____

Please note: There is a 5% cancellation fee if paid by credit card. Refunds are not available for cancellations within 7 days of the event. Thank you. Registrations should be faxed to (416) 385-7112 or emailed to: lcooper@frpo.org