

TJ Solutions - Management Solutions for Your Child Care Organization

Accessibility for Ontarians with Disabilities Act – The Customer Service Standard

The Accessibility Standard for Customer Services applies to all organizations who provide services to the public including Child Cares and related organizations. Organizations with more than one employee must implement the Customer Service Standard by **January 1, 2012**. Will your organization be ready?

The Customer Service Standard is about providing good customer services to everyone including persons with disabilities that will ensure dignity, independence, integration and equality of services. There are four activities organizations need to accomplish and implement by the end of 2011 to ensure you comply with the legislation.

This half day Child Care Sector Specific workshop will focus on;

- Understanding AODA legislation and how it applies to child care & related organizations.
- The four activities that all organizations will be required to complete in order to be in compliance with this legislation.
- Strategies to help implement the requirements of the legislation into your existing services
- Staff training requirements
- **The workshop will include a complete package of template policies, procedures, and forms for participants to use in your organization.**
- The workshop will also include a follow up consultation by phone or email

The cost per person is \$100.00 plus HST for a total cost of \$113.00

Date: Friday, October 14th

**Location: Loblaws Upstairs at Bayview Village
2901 Bayview Ave (Bayview & Sheppard, subway/ample parking)**

Time: 9:30 a.m. to 12:30 p.m.

Or

Date: Wednesday, October 19th

**Location: Umbrella Central Daycare Services
1220 Kingston Road, Scarborough (Victoria Park & Kingston Road)**

Time: 9:30 a.m. to 12:30 p.m.

Space is limited and pre-registration is required by email. Registration confirmation will be sent by email.

You have three payment options credit or debit on PayPal at www.tjsolutions.ca starting tomorrow morning or mail in payment see below;

TJ Solutions, 82 Jessica Gardens, Upper Level, Thornhill, Ontario, L4J 3G2

Please make cheques payable to either Joy Lerman or Terri Carr

Name: _____ Phone number: _____

Agency or centre: _____ Email: _____

Please feel free to share this email with others who can benefit

Joy Lerman & Terri Carr have worked as facilitator/trainers all over southern Ontario providing solutions in managing your child care organizations. Their interactive style provides workshops that are creative, dynamic, and energetic. They always make sure you walk away with tools you can actually use in the workplace.

The information contained in this email/handout is intended as a general guide only and organizations must create their own policies. It is not intended to replace professional legal advice. If legal advice is required for a specific issue or situation, organizations should contact a lawyer. Please be advised that TJ Solutions does not give legal advice.

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