



The “Accessibility for Ontarians with Disabilities Act” requires all employers to comply with the Customer Service Standard by January 2012. Is your company legislative compliant?

With over 30 years of experience in disability management, Christine Karcza will translate the legislative language into an easily understood overview; introduce templates to help you develop and implement customer service practices and procedures for serving disabled clients; provide practical tips on how to communicate with dignity and respect for independence, when interacting with people with various types of disabilities and brainstorm solutions for removing barriers to participation in the construction industry.

This “Train the Trainer” session will give human resource practitioners, safety managers and those in administrative roles the knowledge and tools to customize and deliver the course content to their company employees, to ensure legislative requirements will be met.

Course Date(s): Thursday, September 23,2010					
Time: 8:30 a.m. to 4:30 p.m.		Location: Ontario General Contractors Association 6303 Airport Road, Suite 102 Mississauga, Ontario L4V 1N3			
Cost:					
OGCA Members \$375.00 plus HST					
Non Members \$475.00 plus HST					
Please register the following person(s): (Print name as it will appear on certificate)					
Name:		Email:		\$	
Name:		Email:		\$	
				Subtotal	
				13% HST (R107797847RT)	
				Total	
Company:			Contact Name:		
Address:		City:	Prov:	Postal Code:	
Phone:		Fax:			
Space is available on a first come, first served basis, and can be held by faxing this form to (905)-671-8212 by Wednesday, September 15, 2010. Payment must be received prior to the commencement of the course.					
Total Payment:		Paid By: (check one)	Visa	M/C	Cheque (Attached)
Credit Card Number					Expiry: month/year
Name on Credit Card:			Signature:		
Credit Card Payments may be faxed/mailed to the OGCA office. Cheques are to be made payable to: Ontario General Contractors Association and sent, with this completed form, to: OGCA, 6299 Airport Road, Suite 703, Mississauga, ON L4V 1N3 Phone: (905) 671-3969 Fax: (905) 671-8212					
Cancellation Policy: Full refund given to those cancellations received at least 3 weeks in advance. 50% refund for cancellations received 2 weeks in advance. No refund will be given to those cancellations received less than 1 week before classes start.					

ABOUT THE SPEAKER

CHRISTINE KARCZA

With over 30 years of experience in disability management, founder and President Christine Karcza has the expertise and the imagination to help transform organizations into a banner destination for people of all abilities. Christine's *I can do this!* Attitude, shaped by managing the challenges of her own disability, has helped inspire countless individuals and organizations to find innovative, yet realistic solutions to overcoming barriers ... barriers that can prevent full, meaningful and memorable participation.

Christine's interactive workshops and key note addresses inspire audiences to challenge their own stereotyped attitudes towards persons with disabilities, as well as take on a leadership role to promote change.

Acting as a barrier-free consultant to the Royal Ontario Museum team during the construction of the Michael Lee Chin Crystal, Christine initiated access, program and service breakthroughs, resulting in the Ontario Public Service requesting permission to use the ROM as a model for implementing the new Accessibility for Ontarians with Disabilities Act.

Working with Waterfront Toronto architects and staff, she developed the Access Plan that is now included in the Toronto's Downtown Waterfront Strategic Plan.

She presently serves on the Advisory Team to the Honourable David C. Onley, Lieutenant Governor of Ontario to address challenges to employment for persons with disabilities.

Before starting her own business, she had a varied career at the Ontario March of Dimes, the Ontario Provincial Government and RBC Financial Group. She has been the subject of a CBC film, "Portrait of Christine", was a delegate at the Governor General's Canadian Leadership Study Conference and was the recipient of the Adrienne Clarkson Public Service Laureateship Award for outstanding public service.

Christine is a strong advocate for persons with disabilities and for all people who want to live their vision.