

About Richmond Centre for Disability (RCD)

RCD is a multi-dimensional service providing not-for-profit organization operated by and for persons with disabilities. We are committed to enabling all people with disabilities in making informed choices, creating opportunities, meeting their goals and reaching full potential. We work to provide quality services that lead to inclusion for people with disabilities and greater public awareness and accessibility.

Every year we provide direct services to over 26,000 people through various projects and activities. As part of the strategy to achieve our mission in increasing community awareness and full accessibility, the RCD delivers Disability Awareness and Sensitivity Training to volunteers, service providers, community agencies and businesses that provide services to persons with disabilities, also the governments.

RCD Disability Awareness & Sensitivity Training

- More than 150 individuals receive RCD Sensitivity Training every year
- Experienced and engaging trainers, with training run by knowledgeable staff and people with disabilities
- Certificate of Training Completion and a pocket card will be issued to participants who have completed the training

For more information or to arrange for a training session, contact Ella Huang at 604-232-2404 or email ella@rcdrichmond.org.



RICHMOND CENTRE FOR DISABILITY




2012 Business Excellence Awards – Association of the Year Winner



DISABILITY AWARENESS & SENSITIVITY TRAINING



Accessibility and Inclusion do not only affect people with disabilities. It has enormous benefits and rewards for everyone!

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 604-232-2404
 www.rcdrichmond.org

Do you and your employees

▶ Know how to assist customers with vision or hearing loss?

▶ Use appropriate language when serving customers with disabilities?

▶ Communicate effectively with customers with disabilities?

One in 7 people in Canada has a disability, which is a very good reason to open your business to everyone. Making sure that all your products and services are fully accessible to them is more than just getting your building right – it is about good customer service too, and ultimately good business.

RCD Disability Awareness & Sensitivity Training:

- ▶ Aims to assist participants to better understand what the term “disability” means.
- ▶ Includes gaining an understanding of the attitudes and approaches including perceptions of others and what is ‘reasonable accommodation’.
- ▶ Ensures that service providers are able to confidently and appropriately communicate with colleagues and customers with disabilities.

Fee structure



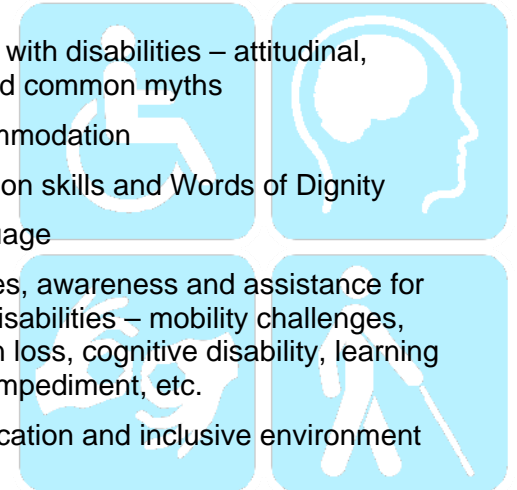
Short Training (1 hour): \$300

Basic Training (3 hours): \$600

Customized Training: Negotiable

Possible Training Components

- Disability terminology and definitions
- Disability types
- Barriers for people with disabilities – attitudinal, misconceptions and common myths
- Reasonable Accommodation
- Basic communication skills and Words of Dignity
- People First Language
- Specific approaches, awareness and assistance for different types of disabilities – mobility challenges, hearing loss, vision loss, cognitive disability, learning disability, speech impediment, etc.
- Effective communication and inclusive environment
- Video presentation
- Role play, discussion and case studies



The Benefits

Ensure accessibility, identify barriers, find options for improvement.

Trained employees provide equal access and improve customer satisfaction.

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